

REPORT TO COMMUNITIES COMMITTEE – 18th FEBRUARY 2021

AHSCP NON-RESIDENTIAL CHARGING POLICY & UNIT COSTS 2021/22

1 Reason for Report / Summary

- 1.1 This report outlines the proposed Charging Policy for Non-Residential Care and Support and the in-house unit costs for Non-Residential and Residential Care for the year 2021/22. The Committee is asked to review and agree the recommendations outlined below.

2 Recommendations

The Committee is recommended to:

- 2.1 Approve the Charging Policy for Non-Residential Care and support 2021/22:
- a) Agree the recommendations from the IJB as detailed in Appendix 1
 - b) Detailed in the refreshed charging policy document in Appendix 2
 - c) Agree the rates for Charges and Allowances as detailed in Appendix 3
 - d) Unit Costs are agreed as detailed in paragraph 4.1

3 Purpose and Decision Making Route

- 3.1 Aberdeenshire Integration Joint Board, in-line with the Public Bodies (Joint Working) (Scotland) Act 2014, operates a number of services through Directions to Aberdeenshire Council and NHS Grampian. The setting of charges is not delegated to the Integration Joint Board and remains a power held by Aberdeenshire Council.
- 3.2 Aberdeenshire Council has its own Corporate Charging Framework, which was agreed by full Council on 11 February 2016. The Framework recommends that a full review of charges is carried out every third year with the aim of moving services to a basis of full cost recovery. The full review of charges for social care services would have been due to take effect in 2021/22.
- 3.3 The impact of Covid-19 has had a significant impact on the provision of services for which charges are made. In areas like Respite or Day Care services have either been paused or operated at a significantly reduced capacity. A lower number of service users impacts on the unit costs for these services and at this stage it is not yet clear what the activity levels and cost base of these services will be in the future. The wider economic impact of the Covid-19 pandemic on service users also needs to be considered. For these reasons, it is proposed that rather than undertake a full review of charges for the 2021/22 year, a more pragmatic approach of applying a 2.8% uplift in line with RPI for all charges and unit costs is adopted.

- 3.4 This is in line with the Corporate Charging Framework which recommends that where a full review has not been carried out, the costs and charges that Aberdeenshire Council have the discretion to set are increased, as a minimum, each year by a suitable inflationary uplift. For 2021/22 it is expected that the uplift will be in line with the HM Treasury Forecast (September) Retail Price Index, this is currently 2.8%. The Head of Finance will confirm the agreed rate in due course. This enables the Service to prepare and plan for the new Financial Year, particularly in relation to updating ICT systems and processes and documentation for the service users.
- 3.5 The Corporate Charging Policy recommends that Aberdeenshire Council move towards full cost recovery as part of its Charging Policy for all chargeable Social Care Services.
- 3.6 Although the Corporate Charging Policy recommends that Aberdeenshire Council should move towards full cost recovery for its in-house Care Homes, a 5-year phasing period would apply to existing residents.
- 3.7 A number of the charges and allowances are based on information, guidance and legislation from various external sources including Department for Works and Pension (DWP), Scottish Government (SG) and COSLA. The rates become available at differing times from November to April.

4 Non-Residential Care and Support

- 4.1 The calculated unit costs for 2021/22 reflecting a 2.8% increase for RPI are as follows:-

Service	Type	Detail	2020/21	2021/22	% increase
Adult Services	Day Care		£41.52 per day	£42.68 per day	2.8%
	Respite Care		£24.44 per hour	£25.12 per hour	2.8%
	Respite Care	Overnights (11pm to 7am)	£36.85 per night	£37.88 per night	2.8%
	Supported Living		£19.28 per hour	£19.28 per hour	2.8%
	Transport	Up to 50 miles	£7.20 per one-way trip	£7.40 per one-way trip	2.8%
Older People & Physical Disabilities	Day Care		£31.18 per day	£32.05 per day	2.8%
	Homecare		£26.58 per hour	£27.32 per hour	2.8%
	Transport	Up to 50 miles	£7.20 per one-way trip	£7.40 per one-way trip	2.8%
	Very Sheltered Housing		£412.20 per week	£423.74 per week	2.8%

- 4.1.1 An individual budget is calculated based on the cost of the care and support services included in a service user support plan. This can be made up of services

provided by in house or private providers. The cost of providing in house services are calculated and known as unit costs. It is from an individual budget that that the client contribution is calculated.

4.1.2 The higher the Unit Cost the less that an individual’s budget can “buy.” A change in the Unit Costs then do not automatically lead to increased fees and charges for service users, as they are subject to financial assessment but more around capacity in an individual’s budget.

4.2 The proposed Charges & Allowances for 2021/22 are detailed in Appendix 3.

4.3 Aberdeenshire Council can provide help, support and advice to ensure a service user is receiving all the benefits they are entitled to. A benefits health check can be carried out if requested, by the Service User. If a potential benefit entitlement is identified the service user will be signposted to the correct organisation who can assist them with any application required.

5 Residential Care and Support

5.1 It was agreed at the Communities Committee on the 21st December 2017 that the service would apply a 5-year phased increase to meet full cost recovery for in-house residential care homes. The phasing is now on year 4 and thus the charges for 2021/22 and future years are set out in the table below.

Per Week	2018/2019 (YEAR 1)	2019/2020 (YEAR 2)	2020/2021 (YEAR 3)	2021/2022 (YEAR 4)	2022/2023 (YEAR 5)
In-house residential care home unit cost (Older People)	£803	£857	£912	£967	£998 plus RPI

5.2 The table above applies to residents who were resident prior to April 2018.

The cost for residents who were placed into one of the in-house residential care homes after April 2018 are charged the full cost rate which will be £998 per week in 2021/22.

6 Future Changes

6.1 **Scottish Living Wage Increase** – Aberdeenshire Council are committed to increase the living wage in line with Scottish Government Guidelines. For a service user who employs Personal Assistant’s the lower rate will be increased accordingly.

7 Communication Strategy

- 7.1 The communication strategy for 2021/2022 to service users will be as follows:
- Prior to financial re-assessment service users or their representative will be contacted to give notice of any proposed changes.
 - The service will work with colleagues who are skilled in communicating in “plain English” to develop correspondence. This will ensure that correspondence is easily understood and does not cause undue stress to service users and families.
 - Following annual financial re-assessment, a further letter will be sent to affected service users. This will include specific information relating to their own individual financial circumstances. Again, service users will be given the opportunity to contact a service representative and discuss any concerns they may have about the changes in their personal contribution at this point.
 - An information briefing will be prepared and circulated to all relevant staff. This will contain a brief outline of any changes. It will also provide information on where staff can signpost service users to the correct team in order to help with any queries that they may have.
 - The timescales for the above are outlined in the Equalities Impact Assessment (Appendix 4).

8 Discussion

- 8.1 The Council agreed, through the Social Work and Housing Committee (01/09/2016) that the Integration Joint Board would be a formal consultee of it (and any subsequent Committee) on issues that have a direct impact on the IJB and its ability to discharge its duty.
- 8.2 The IJB met on 3rd February 2021 to consider recommendations for the Communities Committee with regard to the Charging Policy and these are detailed in Appendix 1 and have been incorporated into this paper.

9 Council Priorities, Implications and Risk

- 9.1 This report helps deliver Council Priority 9 – Deliver responsible, long-term financial planning.
- 9.2 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed.

Subject	Yes	No	N/A
Financial	Yes		
Staffing			
Equalities	EIA attached as Appendix 4		
Fairer Scotland Duty	EIA attached as Appendix 4		
Town Centre First			Yes
Sustainability			Yes

Children and Young People's Rights and Wellbeing			Yes
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9.3 An equality impact assessment has been carried out as part of the development of the proposals set out above. It is included as Appendix 4 and the following impacts have been identified which can be mitigated as described: -

- An increase in Aberdeenshire Council owned care home fees will affect the protected group of Younger, Older and Disability.
- An increase in unit costs would increase service user SDS individual budgets. This may affect their contributions. This would affect the protected group of Older and Disability.

The above can be mitigated by implementing our communication strategy and carrying out financial assessments as detailed in the equality impact assessment. There is a positive impact as described:

- The implementation of the Carers Act has reduced some services users SDS individual budgets. This may reduce contributions. This would affect the protected group of Younger, Older and Disability.

9.4 The following Risks have been identified as relevant to this matter on a Corporate Level:

- [Corporate Risk Register](#) ACORP001 – Budget Pressures. The 2021/22 charging policy is moving towards full cost recovery however this is not fully implemented for reasons outlined in the report.
- [Directorate Risk Register](#) BSSR001 – Balancing the Books. The 2021/22 charging policy is moving towards full cost recovery however this is not fully implemented for reasons outlined in the report.

10 Scheme of Governance

10.1 The Head of Finance and the Legal Monitoring Officer within Business Services of the Council have been consulted in the preparation of this report and their comments have been incorporated within the report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

10.2 The Committee is able to consider and take a decision on this item in terms of Section C.2.2 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to approval of banking arrangements for the Council.

Janine Howie
Partnership Manager – Business & Strategy
Aberdeenshire Health and Social Care Partnership

List of Appendices –

- Appendix 1 – Note from Integration Joint Board meeting 03/02/21
- Appendix 2 – AHSCP Non-Residential Charging Policy 2021/22
- Appendix 3 – AHSCP Charges and Allowances
- Appendix 4 – Equality Impact Assessment

EXTRACT OF DRAFT MINUTE OF MEETING OF INTEGRATION JOINT BOARD OF 3 FEBRUARY, 2021

13. CHARGING POLICY AND UNIT COSTS 2021/22

There had been circulated a report dated 17 November, 2020 by the Interim Chief Officer, Aberdeenshire Health and Social Care Partnership, (a) requesting the consideration of recommendations to Aberdeenshire Council for the setting of charges for social care services in the current pandemic context, (b) highlighting the impact of Covid-19 on the provision of some services, and (c) proposing that the scheduled full review of charges with a view to obtain full cost recovery, be deferred to a future date, with an inflationary increase only applied for 2021/22.

The Joint Board heard further from officers that the increased unit costs may not be passed directly to service users but might impact on their available budget allocation; and of the proposed communication strategy and continued use of virtual technology for individual discussions with clients which would be in place to assist in to communicate the changes.

There was discussion of the emotional and counselling support which fell under the heading of personal support; the availability of financial assessments for all clients, including those transitioning between children and adult social care; the source for the indicative 2.8% inflationary figure, set by the Council's Head of Finance in September 2020 for use in all Council budget considerations and to be confirmed in April 2021; draft guidance from the Convention of Scottish Local Authorities (CoSLA) on service costs fixing; the reason for the apparent discrepancy in figures for residential care, reflecting different costs for tenancies commencing prior to 2018, as opposed to newer residents; the need to be able to justify the choices made in charging in instances where there was no national standard set; and the reasons between different unit costs between client groups of differing complexities for "day care" services.

The Joint Board **agreed:-**

- (1) to note, and approve for its interest, the application of a Retail Price Index (RPI) inflationary rate of 2.8%, and not full cost recovery, proposed for charges and unit costs in 2021/22;
- (2) to note that the full review of charges for full cost recovery would be deferred in the light of the Covid pandemic:
- (3) to recommend to Aberdeenshire Council's Communities Committee:
 - (a) the non-residential charging policy for 2021/22, as detailed in Appendix 1 to the report;
 - (b) the rates for Charges and Allowances, as detailed in Appendix 2 to the report; and
 - (c) the Unit Costs as detailed in the Charges & Allowances, Appendix 2 and in paragraph 5.1 of the report; and

- (4) to recommend to the Communities Committee the reconsideration of the full cost recovery policy.

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Aberdeenshire
Health & Social Care
Partnership

Non-Residential Charging Policy 2021/22



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Charging Policy Background

Aberdeenshire Council directly provides and externally commissions a wide range of care and support services to enable service users to remain in their home or in a homely setting, living as independently as possible. To ensure that services are sustainable for the future it is necessary to charge service users who use some of our services.

Aberdeenshire Council's power to charge for services is discretionary and subject to local accountability. The Council follows legislation outlined in the Social Work (Scotland) Act 1968, the Social Care (Self Directed Support) (Scotland) Act 2013 and is based on the Convention of Scottish Local Authorities (COSLA) Charging Guidance 2020/21.

Aberdeenshire Council's Charging Policy is based on the following principles:

- Participation: ensuring people requiring care and support are consulted on significant change
- Accountability: ensuring transparency
- Non-Discrimination and equality: ensuring fairness and consistency
- Empowerment: ensuring an individual has access to a full range of services and support
- Legality: ensuring information in relation to the Charging Policy is accessible.

This Charging Policy explains how Aberdeenshire Council considers and calculates a service user's ability to contribute towards their care and support package (as assessed by their practitioner).

Although contributions collected are minimal, the contributions collected enables the council to continue providing services to all those who have an assessed need and ensures the continued development and delivery of high-quality services.

Services will always be provided in accordance with the service user's assessed care needs and not their ability to pay.

Service users will not be required to contribute more than it costs to provide the services and normally a financial assessment will be carried out to determine contributions.

1. Level of Funding for Non-Residential Care and Support Services

Where a service user chooses services that cost more than those that the local authority would arrange, the level of funding the service user will receive will not exceed the cost of the local authority arranged services.

Any care and support that exceeds the local authority level of funding will be the responsibility of the service user to arrange and fund.

There may be exceptional circumstances where the cost of the services are in excess of the local authority funding level.

2. Financial Assistance towards your Chargeable Care and Support Services

Practitioners will work with the service user to identify the services they require to meet their needs; this is known as a support plan. The total cost of the care and support identified in the service users support plan creates an Individual Budget.

It is Aberdeenshire Council's policy to apply 100% charge towards Individual Budgets, however service users may be entitled to financial assistance to help with the cost of their services.

An Aberdeenshire Council Officer can assist the service user with the completion of the Financial Assistance form. The Officer will explain:

- What individual data is collected and for what purpose
- What happens after the Financial Assistance form has been completed
- To whom individual and financial information may be disclosed to

The Financial Assistance Form will gather information such as:

- The service user's total income
- The service user's partner's income
- The service user's property details
- The service user's capital

Information from the Financial Assistance form is used to complete a financial assessment. The financial assessment calculates the service user's contribution, taking into consideration:

- Total weekly income
- Less Allowable expenses
- Less Disregards
- Less Personal allowance

A service user may choose not to provide financial information, however in these circumstances they will be required to pay the full cost of their care and support services as identified in their support plan.

2.1 Personal Allowance

A personal allowance is a set amount of money that a service user must be left with before a contribution is required to be paid towards care and support services. The personal allowance is a set weekly amount that is intended to cover daily living costs such as food, clothing, gas, electricity, telephone, internet etc.

There are two personal allowances set in the COSLA Non-Residential Charging Guidance, one for service users below state pension age and one for service users of state pension age and above. Aberdeenshire Council currently apply the more generous over state pension age allowance for all service users. There is a higher weekly personal allowance applied when being financially assessed as a couple.

2.2 Verification of Financial Details

Aberdeenshire Council will verify the information provided on the Financial Assistance form. This will be carried out by verifying the information with the Department of Work and Pension (DWP) or the relevant financial institutions. Financial mandates will have to be signed by the service user or the service user's Power of Attorney or Financial Guardian to allow the verification of financial details to be carried out. Failure to sign financial mandates may result in the service user paying for the full cost of their care and support services.

2.3 Allowable Expenses

Allowances will be made from a service user's assessed income for the following (please note this is not an exhaustive list):

- Rent
 - Mortgage/Mortgage Interest payments
 - Council Tax/water and sewerage charges
 - House Buildings Insurance costs (£2 per week disregarded)
 - Life assurance payments
 - Board or Lodgings (75% will be considered up to a maximum of £100 per week)
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2.4 Income taken into consideration

The following details the most common types of income taken into consideration, (please note this is not an exhaustive list):

- Income Support
- Job Seekers Allowance
- State Retirement
- Universal Credit – some components
- Pension Credit – guarantee credit
- Pension Credit – saving credit
- Attendance Allowance
- Industrial Injuries
- Disability Living Allowance (DLA) - Care Component
- Personal Independence Payment (PIP) – Care Component
- Constant Attendance Allowance
- Employment Support Allowance
- Severe Disablement Allowance
- Occupational/private pension
- Net Earnings
- Tariff Income (assumed income from any capital over £10,000. £1 per week for every £500 over the £10,000).

2.5 Income Fully Disregarded

There are certain types of income that will not be considered. This is known as disregarded income. Income fully disregarded (please note this is not an exhaustive list):

- Disability Living Allowance – Mobility component
 - Child Benefit
 - Child Tax Credit
 - Child Maintenance payments
 - Universal Credit – some components
 - Working Tax Credit
 - The Eileen Trust
 - The Macfarlane Trust
 - The Thalidomide Trust
 - The Independent Living Fund (2006)
 - Work expenses paid by employer
 - Crisis Grants/Community Care Grants
 - Cold Weather Payments/Winter Fuel Payments
 - The War Pension Scheme (WPS)
 - The Armed Forces Compensation Scheme (AFCS)
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2.6 Income Partially Disregarded

Income partially disregarded (please note this is not an exhaustive list):

- Net earnings £20 per week
- Voluntary/Therapeutic earnings £20 per week
- Charitable payments £20 per week
- MOD special pension £variable

If the service user is in receipt of any of the above income that is partially disregarded, the amount shown will be deducted as an allowance, the remaining amount will be taken into consideration as income.

2.7 Benefits Health Check

It is important that Aberdeenshire Council provides help, support and advice to ensure a service user is receiving all the benefits they are entitled to. A benefits health check can be carried out if requested by the service user. If it is identified that there is a potential benefit entitlement has not been claimed the service user will be signposted to the correct organisation who can assist them with any application required.

2.8 Disability Related Expenditure

Where a service users daily living expenses are higher due to their disability or illness, an additional allowance may be applied to the financial assistance form. Disability related expenditure will vary for each service user and will depend on the disability and the service user's needs. An example could be that a service user incurs higher electricity costs to accommodate mobility/medical equipment.

Aberdeenshire Council will consider whether to disregard more of a person's income or capital, over and above any existing disregards, to take account of any additional disability related expenditure. This process will be undertaken on a case by case basis by request to the service user's practitioner.

The service user will be asked to provide supporting evidence of the additional disability related expenditure.

2.9 Capital

If the service user's capital exceeds £27,250 or they choose not to disclose financial details, they will be required to pay the full cost of the services.

Capital up to the value of £17,000 will be disregarded and will not affect the financial assessment.

2.10 Capital taken into consideration (please note this is not an exhaustive list):

- Any savings held in building society accounts
- Any savings held in bank current accounts, deposit accounts or special investment accounts. This includes savings held in the National Savings and Investments (NS&I)
- National Savings
- Premium Bonds
- Stocks and shares
- Property that is not the individual's main home
- Land
- DWP backdated payment of benefits (any backdated benefits received from the DWP will be disregarded for 1 year from the date the payment is received)

2.11 Capital NOT taken into consideration (please note this is not an exhaustive list):

- Property in specified circumstances
- Surrender value of any life insurance policy
- Household goods such as a car
- Student loans

2.12 Deprivation of Capital

Aberdeenshire Council may identify circumstances that suggest a service user may have deliberately and intentionally deprived themselves of, or decreased, their assets in order to avoid or reduce the level of their contribution towards their care and support services. Aberdeenshire Council may consider deprivation where a service user ceases to possess assets, or income from the asset, that would have otherwise been considered for the purposes of the financial assessment.

If upon investigation it is found that the service user has deliberately deprived themselves of any capital assets it may be treated in the financial calculation as if the service user still possesses that asset.

2.13 Property

The value of a service user's main home will not be included as capital when calculating the contribution. Any other properties or shares in other property owned by the service user will be included.

Where the service user receives rental from other properties owned this will be taken into consideration as income on the Financial Assessment.

3. What happens after a Financial Assessment

After the financial assessment has been verified and calculated, available income would be identified. If there has been no available income identified the service user would not be liable to contribute towards their care and support services.

Where there has been available income identified the service user will be liable to contribute towards their care and support services. The service user will be contributing towards the annual agreed budget and not for individual services. The individual budget will be based on planned care on an annual basis to meet the service user's outcomes.

Details of the service user's weekly contribution will be sent to the nominated individual, with a full explanation of the calculation, along with information about how to pay the contribution. If the service user feels they will have difficulty paying or disagrees with the calculation, they should advise their local finance office within 28 days.

Contributions will not be refunded if a service is not received however, we may consider a refund of contribution under certain circumstances.

Where a service user's care needs change, their contribution will be recalculated based on the financial information held. The service user will be advised if there is a change in contribution payable. Full details of the calculation will be provided.

3.1 Interim Contributions

Aberdeenshire Council aims to complete a financial assessment within 28 days of receipt from the service user. In circumstances where we have been unable to receive verification of financial information within the 28 days, we will calculate the service user's contribution based on the information provided on the financial assistance form.

Once verification of financial information has been received any differences will be applied. The contribution will be re-calculated and backdated. Any underpayment will be recovered, and any overpayments will be credited.

3.2 Payment of Contribution

The way in which the service user will be asked to pay their contribution is dependent on the option choices the service user has chosen and the content of the support plan.

Where a service user receives a Direct Payment under Option 1, in most cases the service user will be required to pay their contribution into their payment card account.

Where a service user has chosen an Option 2 and the direct payment is made to an Individual Service Fund (ISF), in most cases the service user will be required to pay their contribution to the ISF provider.

Where a service user has chosen an Option 3, in most cases the service user will be invoiced 4 weekly in arrears by Aberdeenshire Council for their contribution.

Where a service user has chosen an Option 4, the way in which they will pay their contribution will be dependent on the content of their support plan.

For services not included in an Individual Budget, the service user will be invoiced 4 weekly in arrears by Aberdeenshire Council for their contribution.

The service user will be informed in writing how their contribution should be paid.

3.3 Non-Payment of Contribution

Where a service user fails to pay their contribution, Aberdeenshire Council will not withdraw the services being received. Aberdeenshire Council has a debt recovery process which will be followed where the non-payment of contributions has occurred.

If a service user is in a situation where they cannot pay their contribution it is important that they contact their practitioner or local finance team at the earliest opportunity.

3.4 Change in Financial Circumstances

It is the responsibility of the service user to advise Aberdeenshire Council of a change in their financial circumstances.

If it is discovered that the service user has not advised Aberdeenshire Council of a change in circumstances, any money that is due to be paid back to Aberdeenshire Council will be backdated and recovered from the date of change.

3.5 Annual Financial Re-Assessment

The initial financial assessment is updated by an annual review which will determine any changes to a service user's contribution. This annual review will take place from April each year. The service user will be advised of the outcome of the financial re-assessment by letter.

3.6 Financial Hardship

Where a service user feels they will have difficulty paying the assessed contribution they should discuss this with their practitioner in the first instance.

If the practitioner agrees that there may be financial hardship, the service user will be asked to provide three months (most recent) bank statements for all bank accounts that they hold and any other relevant financial information. This information will be reviewed and if it is agreed that financial hardship applies, a waive of charge for part or all of the assessed contribution may be agreed. This information will be reviewed on a regular basis.

A benefits health check can also be carried out if requested by the service user to ensure they are receiving all benefits to which they are entitled.

3.7 Appeals Process

If a service user wishes to appeal the amount of their contribution, the service user or nominated representative should contact their local finance team or practitioner within 28 days of being advised.

The appeal will be considered by the service at Senior Management level and the service user will be advised within 28 days of the decision.

The service user should continue to pay the contribution until the appeal has been considered.

4. Care and Support Services not subject to Financial Assistance

A small amount of care and support services are not subject to a financial assessment and are payable in full by the service user. These are:

- Day Care Meals
- Very Sheltered Housing Tenants Meals
- Blue Badge

5. Care and Support Services not included as part of an Individual Budget

A small amount of care and support services are not included in an Individual Budget. These are:

- Telecare
- Community Alarm
- Sheltered Housing – Housing Support (Local Authority and Non-Local Authority)
- Day Care Meals
- Very Sheltered Housing Tenants Meals
- Blue Badge

The care and support services that are not included in Individual Budgets are all chargeable and will form part of the service user's overall contribution.

6. Sheltered Housing – Housing Support

A service user who resides in sheltered housing is provided with Housing Support services. This is low level support to assist the service user to remain independent at home. Although not part of an Individual Budget the service is chargeable and will form part of the service user's contribution, based on their ability to pay.

The housing support service includes various services that the Housing Officer can assist the service user with. Some service users may not require or choose not to use all the housing support services that are available to them. Regardless of the amount of services provided the weekly charge will still apply.

Information about the service, including the weekly charge will be provided when signing the service payment agreement at the beginning of the tenancy.

Where a service user in sheltered housing enters long term care the housing support service agreement will be closed on the Sunday following the date the service user enters long term care, the service user will not be charged for the housing support charge for a period of up to 12 weeks. If the tenancy is not terminated within this 12-week period, the service user will be liable to start paying the housing support charge until the tenancy is terminated.

Property that is no longer the service user's main home due to moving in to sheltered housing accommodation will not be considered as capital for a period up to 26 weeks. Evidence will be required to show that steps are being taken to sell the property or that the property is already on the market for sale.

Further information on sheltered housing is available on the Aberdeenshire Council Website.

7. Services that are not charged for:

- **End of Life Care (DS1500)** – a DS1500 is a certificate that is issued by a General Practitioner when service users have a terminal illness.

The certificate is used by the Department for Work and Pensions to facilitate fast track access to Disability Living Allowance, Individual Independence Payment or Attendance Allowance. In these circumstances, on receipt of the DS1500 certificate, the Practitioner will request a waive of charge for all non-residential care and support charges including Very Sheltered Housing and Housing Support.

A DS1500 cannot be used where respite care has been received in a registered residential care setting. This will be chargeable to the client at a flat rate fee under the Charging for Residential Accommodation Guide (CRAG).

- **Personal Care** – your Practitioner will identify elements of your support plan which are classed as personal care. Elements of the care that are considered as Free Personal Care are as follows: -
 - Assistance with laundry associated with medical conditions (e.g. bed changing)
 - Assistance with eating/drinking
 - Assistance with getting out of bed/going to bed
 - Assistance with dressing/undressing
 - Assistance with washing and bathing
 - Assistance with personal grooming/dental hygiene
 - Assistance with continence care
 - Assistance with toileting
 - Assistance with medication supervising/reminding
 - Assistance with mobility
 - Assistance with specialist feeding
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- Assistance with stoma care
- Assistance with catheter care
- Assistance with skin care
- Counselling and Support
- Food preparation
- Special preparation of food associated with dietary requirements
- Administering of medication (including administering of oxygen)
- Rehabilitation work (under support of professional)

Further information on personal care services is available on the [Scottish Government Personal Care Guidance](#).

- **Leaving Hospital** – service users who are aged 65 years or over on the day of discharge from hospital, who have been an NHS inpatient for more than 24 hours or had surgery as an NHS day care, may be entitled to receive any additional care at home free of charge for a period of up to 6 weeks. This does not apply to admissions on a regular or frequent basis as part of the individual's ongoing care arrangements.
 - **Enablement Care** – is a time limited, intensive intervention that aims to reduce or remove the need for ongoing homecare support. This service is free for a period of up to 6 weeks. If the service user is already in receipt of chargeable care and support these services will remain chargeable.
 - **Aids and Adaptations** – where a service user has been assessed as requiring aids and adaptations by an Occupational Therapist, District Nurse or Physiotherapist there is no charge for any equipment supplied. Equipment is on loan to a service user for as long as it is needed. If aids or adaptations have not been assessed as being required and are purchased through an Individual Budget by the service user, this will be chargeable.
 - **Individuals under 18 years old** – where care and support services are provided to a service user under the age of 18 or whilst the service user remains in Children's services over the age of 18, care and support services will be free.
 - **Emergency services arranged by Out of Hours** – emergency arrangements will be free of charge, however if on-going care and support services are required, the normal charging policy will be applied when the case is allocated.
 - **Compulsory Treatment Order** – all non-residential care and support services provided to a service user under a Compulsory Treatment Order are exempt from charges under the Mental Health (Care and Treatment) (Scotland) Act 2013.
 - **Criminal Justice Social Work Services** – all care and support services provided to a service user in terms of the Criminal Procedure Act (Scotland) 2003 are exempt from charges.
-

- **Care Management Services** – if a service user requires information and advice in relation to social care, there is no charge for the professional services provided.
- **Short Term Housing Support Services** – where a service user has designated short term services, which aim to bring about or increase the capacity for independent living, this service will be free of charge for a period of up to two years. Examples of people who may be eligible are:
 - Those suffering domestic violence
 - Homeless
 - Drugs/alcohol rehabilitation
 - Young vulnerable people
 - Ex-Offenders
 - Refugees
- **Double Up Care** - where a service user requires more than 1 to 1 support to assist the main carer, the service user will not be charged for the additional carer/s.
- **Unpaid Carers** – where an unpaid carer has been assessed as having eligible needs which are not met by support for the person they care for, any support provided will be free of charge.

Where the unpaid carer's eligible needs are already being met by support for the person they care for, a decision will be made by the Carer Practitioner around whether any of the charges will be waived under the Carer's (Scotland) Act 2016.

Further information on charging for carers is available on the [Scottish Government Statutory Guidance - Carers \(Scotland\) Act 2016](#).

8. Complaints Procedure

Aberdeenshire Council is committed to providing high quality customer services. We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with the service you have received, please tell us. You can complain in person at any of our offices, by phone, in writing, by email or via our complaints form on our website (link provided below).

We understand that you may be unable, or reluctant to make a complaint yourself. We accept complaints from the representative of a service user who is dissatisfied with our service. We can take complaints from a friend, relative or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

Charges and Allowances for 2021/22 – effective from 05 April 2021

Further information about the [Complaints Procedure](#) is available on the Aberdeenshire Council Website.

Charges for Non Residential Care Services

Community Alarm	-	£3.50 per week
Telecare Equipment	-	£3.50 per week
Day Care Meals (2 course meal)	-	£3.70 per meal
Housing Support (local authority)	-	£TBC per week
Housing Support (private landlord/RSL)	-	Variable
Very Sheltered Housing	-	£423.74 per week
Very Sheltered Housing Meals	-	£25.91 per week
Contribution towards Individual Budget Personal Care	-	up to 100%
	-	FREE (where assessed care need is not exceeded)
Additional care at home (for over 65 year olds following discharge from hospital)	-	FREE (up to a maximum of 6 weeks)

Charges for Residential/Nursing Care Services

Local Authority Care Home	-	£998 per week OR £967 per week (for residents placed prior to April 2018)
Respite Care	-	£TBC (for over pension age) £TBC (for under pension age)

Capital Limits – Non Residential Care

Upper Capital Limit	-	£27,250
Lower Capital Limit	-	£17,000

Capital Limits – Residential Care

Upper Capital Limit	-	£TBC
Lower Capital Limit	-	£TBC

Tarriff Income

Residential	-	£1 for every £250
Non Residential	-	£1 for every £500

Personal Allowances

Non Residential Single Person	-	£TBC
Non Residential Couple	-	£TBC
Residential	-	£TBC

Free Personal Care for Residential/Nursing Homes

Personal Care	-	£TBC per week
Nursing Care	-	£TBC per week
Free Personal Nursing Care	-	£TBC per week

Unit Costs (which forms part of an SDS Personal Budget)

Adult Services:

Day Care	-	£42.68 per day
Respite Care (Day)	-	£25.12 per hour
Respite Care (Overnights)	-	£37.88 per night
Supported Living	-	£19.28 per hour
Transport (up to 50 miles)	-	£7.40 per one-way trip

Older People & Physical Disabilities Services:

Day Care	-	£32.05 per day
Homecare	-	£27.32 per hour
Transport (up to 50 miles)	-	£7.40 per one-way trip
Very Sheltered Housing	-	£423.74 per week

Aberdeenshire Health & Social Care Partnership					
Non Residential Care & Support					
Description	2020-21	2021-22	Principle	Report Recommendation Reference	
ALLOWANCES					
Upper Capital Limit	£27,250.00	£27,250.00	Service has the discretion to change. Increased in the 2018/19 Charging Policy to be in line with Residential, which are set by Scottish Govt. Service.		
Lower Capital Limit (disregarded)	£17,000.00	£17,000.00	Service has the discretion to change. Increased in the 2018/19 Charging Policy to be in line with Residential, which are set by Scottish Govt. Service.		
Tariff Income	£1 for every £500 over £17,000	£1 for every £500 over £17,000	In line with COSLA Guidance and Scottish Govt		
Low Income Threshold Personal Allowance Single Person	£218.00	TBC by COSLA/DWP in April 2021	based on DWP Standard Minimum Guarantee rates + 25% in line with COSLA Guidance		
Low Income Threshold Personal allowance Couples	£332.00	TBC by COSLA/DWP in April 2021	Based on DWP Standard Minimum Guarantee rates + 25% in line with COSLA Guidance		
CHARGES FOR SERVICES PROVIDED					
Day care attendance by tenants in Sheltered Housing	FREE	FREE	Discretionary by Service		
Day Care meals (Two Course Meal) - all functions	£3.60	£3.70	Discretionary by Service.		
Community Alarm	£3.50	£3.50	Discretionary by Service		
Telecare Charges	£3.50	£3.50	Discretionary by Service		
Day Care attendance by tenants in VSH	FREE	FREE	Recommended by Service		
Day Care Meals at VSH service	£25.20	£25.91	Discretionary by Service.		

Aberdeenshire Health & Social Care Partnership				
Non Residential Care & Support				
Description	2020-21	2021-22	Principle	Report Recommendation Reference
UNIT COSTS (Forms part of service users Personal Budget)				
Adult Services				
Day Care (per day)	£41.52 per day	£42.68 per day	Discretionary by Service	
Respite Care (per hour)	£24.44 per hour	£25.12 per hour	Discretionary by Service	
Respite Care per night (11pm to 7am)	£36.85 per night	£37.88 per night	Discretionary by Service	
Supported Living (per hour)	£18.75 per hour	£19.28 per hour	Discretionary by Service	
Transport costs (one way up to 50 miles)	£7.20 per one way trip	£7.40 per one way trip	Discretionary by Service	
Older People & Physical Disability				
Day care (per day)	£31.18 per day	£32.05 per day	Discretionary by Service	
Very Sheltered Housing	£412.20 per week	£423.74 per week	Discretionary by Service	
Home Care/Housing Support/Supported Living (per hour)	£26.58 per hour	£27.32 per hour	Discretionary by Service	
Transport costs (one way up to 50 miles)	£7.20 per one way trip	£7.40 per one way trip	Discretionary by Service	
Self Directed Support				
Employers Liability Insurance - Year 1	£50 - £67	£50 - £67	Discretionary by Service	

Aberdeenshire Health & Social Care Partnership				
Non Residential Care & Support				
Description	2020-21	2021-22	Principle	Report Recommendation Reference
Employers Liability Insurance - Subsequent years	£50.00	£50.00	Discretionary by Service	
Employers Insurance including health related tasks	£150.00 - £420.00	£150.00 - £420.00	Discretionary by Service. New service provision agreed by SMT Jan 2019	
Advertising Costs	Up to £250.00	Up to £250.00	Discretionary by Service	
Training for Personal Assistants	Consider on an individual basis	Consider on an individual basis	Discretionary by Service	
Payroll Services Costs - Managed Accounts (per week)	£6.51 + £30.00 set up fee	£6.51 + £30.00 set up fee	Discretionary by Service	
Payroll Services Costs - Basic Payroll (per week)	£2.08 + £30 set up fee	£2.08 + £30 set up fee	Discretionary by Service	
Individual Service Fund (Option 2)	up to £15.50 p/h + one off set up fee of £77.50	up to £15.50 p/h + one off set up fee of £77.50	Discretionary by Service	
Personal Assistant Pay Rates				
Direct Payments Allowance for Personal Assistant: Basic Rate	£10.98	£11.35	Increases are applied in line with Living Wage increases	
Direct Payments Allowance for Personal Assistant: Mid Rate	£11.05	£11.42	Increases are applied in line with Living Wage increases	
Direct Payments Allowance for Personal Assistant Enhanced rate	£12.76	£13.18	Discretionary by service	
Direct Payments Allowance for Personal Assistant Overnight Rate (overnight = 8 hours)	£66.70 per overnight	£66.70 per overnight	Discretionary by Service as part of commissioning process	
Direct payment capped rate for external provider: Care at Home framework Median Point (Adults and Children)	£18.80	TBC when Framework rates are agreed	Discretionary by Service as part of commissioning process	
Direct Payment capped rate for external provider: Supported Living Framework Median Point	£18.80	TBC when Framework rates are agreed	Discretionary by Service as part of commissioning process	
Direct payment capped rate for external provider: overnight sleep-in (incl weekends): Care at Home Framework Median Point	£100.23	TBC when Framework rates are agreed	Discretionary by Service as part of commissioning process	

Non-Residential

Appendix 3

Aberdeenshire Health & Social Care Partnership					
Non Residential Care & Support					
Description	2020-21	2021-22	Principle	Report Recommendation Reference	
Direct payment capped rate for external provider: overnight sleep-in (incl weekends): Supported Living Framework Median Point	£100.23	TBC when Framework rates are agreed	Discretionary by Service as part of comissioning process		

Aberdeenshire Health & Social Care Partnership Residential Care				Appendix 3
DESCRIPTION	2020/21	2021/22	Principle	Report Recommendation Reference
RESIDENTIAL CARE (CRAG GUIDANCE)				
CAPITAL LIMITS				
Upper Capital threshold	£28,500	Confirmed by SG in April 2021	Set by Scottish Government	
Lower Capital Threshold	£18,000	Confirmed by SG in April 2021	Set by Scottish Government	
Tarriff Income	£1 in every £250	Confirmed by SG in April 2021	Set by Scottish Government	
PERSONAL EXPENSES ALLOWANCE				
Personal Allowance	£28.75 per week	Confirmed by SG in April 2021	Set by Scottish Government	
Additional PA re Maximum Savings Credit - Single people	£6.50	Confirmed by SG in April 2021	Set by Scottish Government	
Additional PA re Maximum Savings Credit - Couples	£9.70	Confirmed by SG in April 2021	Set by Scottish Government	
FREE PERSONAL AND NURSING CARE				
Free Personal Care Allowance	£180 per week	Confirmed by SG in April 2021	Set by Scottish Government	
Free Personal and Nursing Care Allowance	£261 per week	Confirmed by SG in April 2021	Set by Scottish Government	
Free Nursing Care Allowance	£81 per week	Confirmed by SG in April 2021	Set by Scottish Government	
FEE RATE FOR ABERDEENSHIRE CARE HOMES				
Fee for Local Authority Care Home for Older People. (Self Funding Residents)	£971 per week	£998 per week	Actual cost of service + RPI (2.8% for 2021/22 Charging Policy)	
	£912 for residents under phased increase (year 3)	£967 for residents under phased increase (year 4)	Actual cost of service but on a 5 year phase (this is year 4 of phase - cost for 4th year of phase is £941 + RPI 2.8%)	
Fee for Local Authority Learning Disability Residential Placement	£1386 per week	£1424.81 per week		
Respite Care - flat rate charge - Pension Age	£121.72 per week	Confirmed by DWP & SG	Based on DWP Savings Credit threshold less PA set by Scottish Government	

Aberdeenshire Health & Social Care Partnership				Appendix 3
Residential Care				
DESCRIPTION	2020/21	2021/22	Principle	Report Recommendation Reference
Resite Care - flat rate charge - under Pension Age	£80.55 per week	Confirmed by DWP & SG	Based on DWP Applicable Amount (Personal Allowance plus Disability Premium) less PA set by Scottish Government	
INDEPENDENT SECTOR FEE RATES				
NURSING CARE				
National Care Home Contract headline Fee	£720.00	Confirmed by Commissioning Team	National Care Home Contract	
Basic Quality Award QAF grade 2 or less in "Quality fo Care and Support"	£740.00	Confirmed by Commissioning Team	National Care Home Contract	
Enhanced Quality Award QAF Grade 5 or 6 in "Quality of Care and Support" and a Grade 3 in other categories	£742.00	Confirmed by Commissioning Team	National Care Home Contract	
Enhanced Quality Award QAF Grade 5 or 6 in "Quality of Care and Support" and a Grade 5 in any one other category.	£743.00	Confirmed by Commissioning Team	National Care Home Contract	
RESIDENTIAL CARE				
National Care Home Contract headline Fee	£615.79	Confirmed by Commissioning Team	National Care Home Contract	
Basic Quality Award QAF grade 2 or less in "Quality fo Care and Support"	£635.79	Confirmed by Commissioning Team	National Care Home Contract	
Enhanced Quality Award QAF Grade 5 or 6 in "Quality of Care and Support" and a Grade 3 in other categories	£637.29	Confirmed by Commissioning Team	National Care Home Contract	
Enhanced Quality Award QAF Grade 5 or 6 in "Quality of Care and Support" and a Grade 5 in any one other category.	£638.29	Confirmed by Commissioning Team	National Care Home Contract	
Default rate for Nursing Care	£685.39	Confirmed by Commissioning Team	National Care Home Contract	
Default rate for Residential Care	£581.24	Confirmed by Commissioning Team	National Care Home Contract	
Interim contribution pending Financial Assessment	£145.00	Confirmed by DWP & SG	Based on DWP (PC) MIG rate less PA set by Scottish Government	

Aberdeenshire Health & Social Care Partnership				Appendix 3
General Charges				
	2020/21	2021/22	Principle	Report Recommendation Reference
CHARGES TO OTHER LOCAL AUTHORITIES				
Home Care Service	£26.58 per hour	£27.32 per hour	Actual cost of service	
Older People Care Home - residential placement including respite care	£971 per week	£998 per week	Actual cost of service	
Fee Rate for Professional Practitioners services - Practitioner K	£29.62 per hour	£30.45 per hour		
Fee Rate for Professional Practitioners services - practitioner L	£32.79 per hour	£33.71 per hour		
Fee Rate for Professional Practitioners services - Practitioner M	£35.88 per hour	£36.88 per hour		
CHARGES FOR STAFF MEALS (all establishments across all functions)				
Staff Not Working - Breakfast	£1.17	£1.20	Actual cost of service. Increased by RPI of 2.8% for 2021/22	
Staff Not Working - Lunch	£2.39	£2.46	Actual cost of service. Increased by RPI of 2.8% for 2021/22	
Staff Not Working - Teas	£1.17	£1.20	Actual cost of service. Increased by RPI of 2.8% for 2021/22	
Staff Not Working - Supper	£1.17	£1.20	Actual cost of service. Increased by RPI of 2.8% for 2021/22	
Staff Working (i.e. identified as part of service users care plan)	Free	Free	n/a	

Aberdeenshire Health & Social Care Partnership				
Non Residential Care & Support - Shared Lives				
Appendix 3				
Description	2020/21	2021/22	Principle	Report Recommendation Reference
Allowance to Provider - Low Rate	£200.58 per week	£206.20	Inflationary Uplift. RPI of 2.8% for 21/22	
Allowance to Provider - Medium Rate	£387.76 per week	£398.62	Inflationary Uplift. RPI of 2.8% for 21/22	
Allowance to Provider - High Rate	£514.16 per week	£528.56	Inflationary Uplift. RPI of 2.8% for 21/22	
Service users contribution for long term care (paid direct to carer) - standard rate	£141.70 per week	Confirmed by DWP & SG	In line with DWP Rates (Based on 65% of the Single Person Personal Allowance for Non residential Charging Policy - contribution is variable depending on income)	
Day Care - Hourly rate paid to carer	£10.33 per hour	£10.62	Based on Grade D3 pay scale. Includes estimated 3% pay award for 21/22	

EQUALITY IMPACT ASSESSMENT

EIA Version	Date	Author	Changes
2	17/11/20	Sheryl Donaldson	1 – action plan dates have been revised for 2021/22

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions including those that affect services the council delivers).

Service	Aberdeenshire Health & Social Care Partnership
Section	Business Services
Title of the activity etc.	Charging Policy for Non-residential care / Residential Charging
Aims and desired outcomes of the activity	To approve the Charging Policy for 2021/22
Author(s) & Title(s)	Sheryl Donaldson (Finance Officer) Kelly MacLennan (Finance Officer)

Stage 2: List the evidence that has been used in this assessment and explain what it means in relation to the activity you are assessing.

Evidence	What does it say?	What does it mean?
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).		
Internal consultation with staff and other services affected.	H & SCP Charging Policy Finance Group H & SCP Senior Management Team (SMT) H & SCP Legal & Governance IJB as a formal consultee	

External consultation (partner organisations, community groups, and councils).	COSLA Charging Working Group	
External data (census, available statistics).		
Other (general information as appropriate).		

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	COSLA non-residential charging guidance 2021/22 has not yet been published

Stage 4: Measures to fill the evidence gaps.		
What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.	Measures:	Timescale:
	Participation in COSLA Charging Working Group	ongoing

Stage 5: What steps can be taken to promote good relations between various groups/areas?	
These should be included in the action plan.	Early and good communication with service users

Stage 6: How does the policy/activity create opportunities for advancing equality of opportunity?

The charging policy ensures that we treat service users with protected characteristic equally.

Stage 7a:

Are there potential impacts on protected groups?

The protected groups covered by the equality duty are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Who is affected by the activity or who is intended to benefit from the proposed activity and how?
Complete the table below for each protected group by inserting "yes" in the applicable box/boxes below.

	Positive	Negative	Neutral	Unknown
Age – Younger/Older		Yes		
Age - Older		Yes		
Disability		Yes		
Race – (includes Gypsy Travellers)		Yes		
Religion or Belief			Yes	
Sex			Yes	
Pregnancy and maternity			Yes	
Sexual orientation – (includes Lesbian/ Gay/Bisexual)			Yes	
Gender reassignment – (includes Transgender)			Yes	
Marriage and Civil Partnership			Yes	

Stage 7b: Do you have evidence or reason to believe that this policy, activity etc. will or may impact on socio-economic inequalities?

This is about trying to be fair to everyone. Part of that is realising that not everyone may be starting at the same place. Some individuals and families may have low income, may have very little or no savings which means they are living from month to month therefore changes to council policies/services may have a greater adverse impact on them.

On this basis you should consider potential impacts on individuals/families by:

- Place: on specific vulnerable areas or communities (SIMD, regeneration, rural) e.g. housing, transport.
- Pockets: household resources, (Income, benefits, outgoings) ability to access a service
- Prospects: peoples life chances e.g.access to, or ability to access: employment, training, services (such as council or health) or support.

Groups of people who may be impacted include, but not limited to:

<ul style="list-style-type: none"> • Unemployed • Single parents and vulnerable families • People on benefits • Those involved in the criminal justice system • People in the most deprived communities • People who live in rural areas 	<ul style="list-style-type: none"> • Pensioners • Looked after children • Carers including young carers • Veterans • Students • Single adult households • People who have experienced the asylum system 	<ul style="list-style-type: none"> • Those leaving the care setting including children and young people and those with illness • Homeless people • People with low literacy/numeracy • People with lower educational qualifications • People I low paid work • People with one or more protected characteristic
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Please complete by inserting “yes” in the applicable box/boxes below.

Socio-economic disadvantage	Positive	Negative	Neutral	Unknown
Pockets: Low income/income poverty – cannot afford to maintain regular payments such as bills, food, clothing		Yes		

Pockets: Low and/or no wealth – 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		Yes		
Pockets: Material deprivation – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies			Yes	
Place: Area deprivation – where you live, where you work			Yes	
Prospects: Socioeconomic background – social class i.e. parents education, employment and income , educational achievement.			Yes	

Stage 8: What are the positive and negative impacts?		
Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
Please detail the potential positive and/or negative impacts you have highlighted above. Detail the impacts and describe those	The implementation of the Carers Act has reduced some services users SDS individual budgets. This may reduce contributions. This would affect the protected group of Younger, Older and Disability.	An increase in Aberdeenshire Council owned care home fees will affect the protected group of Younger, Older and Disability.

affected.		An increase in unit costs would increase SDS individual budgets. This may affect contributions. This would affect the protected group of Older and Disability.

Stage 9: Have any of the affected groups/areas been involved, engaged with or consulted?	
If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?	No

Stage 10: What mitigating steps will be taken to remove or reduce negative impacts?		
These should be included in any action plan at the back of this form.	Mitigating Steps	Timescale
	Information provided by letter to all service users on changes to charging policy and with regards to re-assessment process	April 2021
	Upload information on Social Media platforms.	April 2021
	Financial Assessment explained and offered if contributions affected	April 2021
	An information briefing will be prepared and circulated to all relevant staff.	April 2021

Stage 11: What monitoring arrangements will be put in place? How the EIA will be used to monitor the proposal	
These should be included in any action plan (for example customer satisfaction questionnaires).	Annual review of the Charging Policy to ensure compliance with legislation and COSLA guidance.

Stage 12: What is the outcome of the Assessment?	
Please complete the appropriate box/boxes	1 No negative impacts have been identified –please explain.
	2 Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	When care and support services are increased it doesn't mean that this will increase a service user's contribution. The annual re-assessment process ensures that all service user's contributions are re-calculated. A service user will not be asked to pay more than they can afford to pay. All new service users are offered a Financial Assessment and will only pay what they can afford to pay.
	3 The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen

* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.
Financial Assessments calculate a service user's available income. All service users are offered a financial assessment. The service user will only contribute what they can afford to pay.

Stage 14: Sign off and authorisation.	
Sign off and authorisation.	1) Service and Team H&SCP Business Services
	2) Title of Policy/Activity Charging Policy for Non-residential care / Residential Charging
	3) Authors: I/We have completed the equality impact
	Name: Sheryl Donaldson Position: Finance Officer Date: 23/11/20 Signature:
	Name: Kelly MacLennan Position: Finance Officer Date: 23/11/20 Signature:

	assessment for this policy/ activity.	Name: Position: Date: Signature:	Name: Position: Date: Signature:
	4) Consultation with Service Manager	Name: Janine Howie Date: 22/12/20	
	5) Authorisation by Director or Head of Service	Name: Angie Wood Position: Interim Chief Officer Date: 22/12/20	Name: Position: Date:
	6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee.		Date:
	7) EIA author sends a copy of the finalised form to: equalities@aberdeenshire.gov.uk		Date:

