

An Easy Guide to:

The Non-Residential Charging Policy



What this document is about



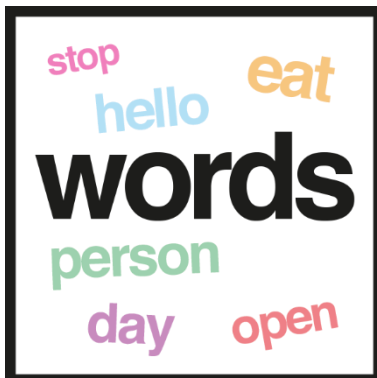
In this document we have used some words that not everybody will understand. We have written these words in **bold**.



A **summary** is a short version of a report that tells you only the main points.



If you see a word written in **bold** this word will be explained in the document.



This is an easy read summary of the **Charging Policy** for Non-Residential Care Services 2022/2023.

About The Charging Policy

If you receive, care and support from a West Dunbartonshire service you may be required to contribute towards the cost of the services you receive. The services you receive will always be based on your needs and the charge will be based on your ability to pay.

Charges fall into two categories:

Non Means Tested Fixed Charges

All **non-means tested charges** are charged at a flat rate and are applicable to all service users who receive the services below. This is not an exhaustive list.

- Meals – Provided at Home;
- Meals – Lunch Clubs;
- Blue Badges Administration Scheme;
- Transport (Taxi or Bus);
- Wardens in Sheltered Housing
- Community Alarms; and
- Centre Based Day Opportunities.

Means Tested (or Financially Assessed) Charges

Means Tested charges are **financially accessed** through an assessment.

A **financial assessment** is part of a suite of assessments, which is carried out to determine which services you require to meet your needs. A Social Worker or care manager will require to have proof of all income and capital held. You should therefore have available for inspection any Pension or Benefit statements, and bank or savings books relating to your financial affairs.

Are all care and support services chargeable?

Not all social care support provided to people are subject to charges. The following services are free and are not subject to a charge:

- Criminal Justice Social Work Services;
- Information and Advice;
- Needs Assessment;
- Nursing Care and Personal Care for people of all ages;
- Home Care services for 42 days on discharge from hospital;
- Care management;
- Services provided where the primary reason for service provision is to monitor children under “supervision” or children and families in crisis;

- Services provided to anyone with a compulsory order under the Mental Health (Care and Treatment) (Scotland) Act 2003;
- Services provided to adults subject to measures under the Adult Support and Protection (Scotland) Act 2007;
- Services directly attributable to Carers example respite and short breaks;
- Preparation of or the provision of assistance with the preparation of food is not chargeable;
- Services for children (under 19 years of age);
- Support for people who are subject to Compulsion Orders under the Criminal Procedure (Scotland) Act 2003; and
- Support for unpaid carers, which has been identified and documented within their adult carers support plan.

Who is exempt from being asked to pay?

The following people cannot be charged for care services:



- Service users presenting as homeless are exempt from charging for a period of up to 2 years or until the point that they are resettled into their accommodation;
- Services directly attributable to Carers are not chargeable;
- People who are subject to a Compulsion Order;
- Services for children (under 19 years of age); and
- People who are terminally ill.

Can I get help to make sure I am getting all the benefits I am entitled to?

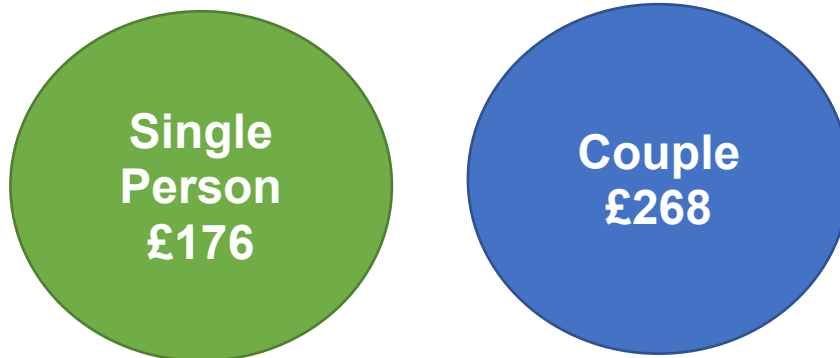
All service users will be offered an **Income Maximisation** service at the point of assessment.

Income Maximisation allows service users to be made aware of the range of benefits they may be entitled to.

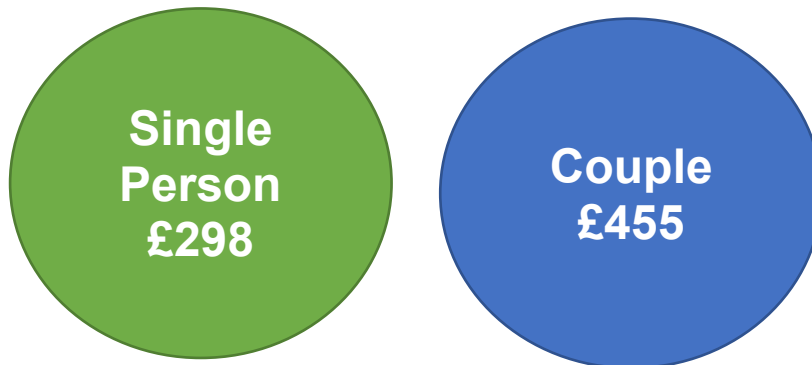
How will you know if I can afford to pay for my services?

The **Charging Policy** is based on guidance from the Convention of Scottish Local Authorities (COSLA) who set the level of income you can have before you are charged for your service. This is called **Income Thresholds**. If your weekly income is less than the **Income Thresholds**, then you will not be charged for your services.

The **Income thresholds** for a person **under** qualifying age 2025/2026



The **Income thresholds** for a person **over** qualifying age 2025/2026



What if my income is higher than the Threshold?

When we know, what your income is we will deduct the Threshold amount and this will tell us how much you can afford to pay.

Is all income considered in the financial assessment?

No, there is a number of sources of income, which will be disregarded within the **Financial Assessment**.

Income, which will be disregarded, can be found within the [Non-Residential Charging Policy](#).

What will happen if I cannot afford to pay for the services?

If the Council is, satisfied that paying for the services would cause you genuine hardship then your social worker or care manager can seek approval from the appropriate Head of Service to reduce or stop any charges for the service.

If my care needs or my income changes what will happen?

Your financial situation and care plan will be looked at every year when we will ask you about any changes in your care needs, income, and savings. If at any time during the year there are any changes in any of your circumstances, you should let us know immediately.

What is the maximum means tested charge?

WDHSCP have taken the decision to apply a maximum weekly charge for means tested services. This is currently **£95** per week. Fixed flat rate charges will be over and above this charge, however, the Financial Assessment will take account of any fixed charges as an outgoing expenditure.



What are the fixed charges?

Fixed Charge	Frequency	2025/2026 (£)	2026/2027 (£)
Day Care charge to other Councils	Per day	130.00	136.50
Community Alarms Analogue	Weekly	6.80	0
Community Alarm Digital	Weekly	0	8.95
Respite Care (18-24 yrs.)	Per day	16.50	17.30
Respite Care (25-64 yrs.)	Per day	20.40	21.40
Respite Care (65+ yrs.)	Per day	31.20	32.80
Building Based Day Centre charge for Meals	Per meal	3.70	3.90
Care at Home Meal	Per meal	2.90	3.00
Benview Lunch Club	Per meal	3.70	3.90
Manse Gardens Lunch Club	Per meal	3.70	3.90
Charge for Transport - Round Trip	Per trip	4.60	4.80
Charge for Transport - Single Journey	Per trip	2.30	2.40
Blue Badge	Dependent on a person circumstance	20.00	20.00
Day opportunity support (older people) – Internal and external providers	Per day/session	5.50	5.80
Day opportunity support (Learning Disability) - Internal and external providers	Per day/session	5.50	5.80
Sheltered Housing Warden	Weekly charge	86.75	91.10

What if I am unhappy with the charges?

You can issue an appeal in writing and provide the appeal to your social worker. The applicable Head of Service will be notified of this appeal and will provide a decision on the individual case.

If you remain dissatisfied with the outcome of the appeal, you can raise a complaint through the HSCP's [normal complaints procedure](#).

You can be given help to do this.

