

Appendix 2a NRC Charging Policy Review – Benchmarking exercise (information used in Officer led review)

NRC Comparison Table

Areas	BRIGHTON	BOURNMOUTH	DERBY	HAMPSHIRE	HERTFORD SHIRE	LUTON	PORTSMOUTH	SUFFOLK	WILTSHIRE
% of Disposable Income Level	100% (However, do allow the highest PC+25% allowance for ALL age groups.)	100%	100% - no subsidy	95%	100%	100%	100%	90%	80%
Lower Threshold for contribution	£3.00 per week is lowest charge	£2.50 per week due to administration costs	£2	£3.00	£1	£2.50	£1	£1	£2 per week
Does this apply to DP users	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Rent Allowance	Unless HB applies, we always assume these costs are paid from the living allowance and no further allowance is given.	No, this would be covered by the personal allowance	No, this would be covered by the personal allowance	Only where it can be evidenced-rear in practice	No	Yes – living with parents £9.40 pw for rent	No – however we allow non-dependant deduction rate for HB to cover all housing costs	No	Would need to see evidence for this and must meet housing benefit regulations
What do you expect the rent allowance to be used for						Not what HB allows for can not be used for food Bedroom provision. But can be used for lodging area, bedroom furnishing and insurance			

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Do you back date charges?	Yes, the assessment applies from the date the extra income applies.	We backdate the charge to the date the increase in benefit was allowed. We make this clear in all our letters to SU re charging	yes but each case is based on individual circumstance The assessment is backdated reflecting the changes to the income/capital and re-invoiced	SU made aware this increase may be taken into account at a later date	No	Depends but not normally, if informed within reasonable time period (usually 4 – 6 weeks). But if not informed yes we will backdate as recent case we backdated charges for 3yrs	Yes – 6 months or beginning of financial year which ever is in the clients favour. Fairer Charging.	Yes, letters to SU ask them to let us know about any increase in their income or savings and calculate on individual basis.	Encouraged to apply for all benefits entitlement, if deliberately avoiding than backdate to start of care
Personal Debts				Not ordinarily	No, unless debt relates directly to disability – e.g. loan to buy disability equipment not covered by DFG			It depends what they are for. We also offer debt advice to the customer	
Under Guardianship is Contribution paid	Yes			Yes	Not Sure	No	Yes	Yes	Not Sure
Independent Living Fund – New Policy	Not yet	Not yet	Not yet	Cases looked at on an individual basis if financial assessment disputed	Not yet	Not yet	Client will be supported in budgeting skills to meet any shortfall – LA does not accept responsibility	Not yet	Not yet

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Respite Care	CRAG for residential placements. NRC if part of general care package and non-registered breaks or home care.	CRAG for residential home then we charge. If we give a DP and are not sure when and where the respite will take place it is done under FC	Under review at present. CRAG for residential home DP NRC	From 9/4/12 the NRC calculation contribution	FC	CRAG flat rate of £84 pw than after 8 weeks – full financial assessment completed	CRAG	Currently CRAG, although looking at changing some to Fairer Charging	CRAG for residential NRC for DP
Does this apply to DP users?	Yes	Yes	Yes – assessed under NRC	Yes	Yes	Yes	YES	No. Direct Payments are always assessed under Fairer Charging	NRC if non residential - same as DP
Day Care Rates	From April 2012 Day Care Max Charge is £23.50 per day (no reductions for half day etc.) Meals at DC (where applicable) Fixed Price Charge @ £3.10 per day Transport for DC (where applicable) Fixed Charge @ £2.15 per return	We currently charge £9.60 per day but are about to go out to consultation with the actual cost of the Day Care	Older person day care - £41.24 per day. Learning Disabilities - £38 - £98 per day, dependent on level	Varies. Its Rate actual cost of purchased or provided services.	£39.34	£14.50 per day and looking to review this	Charges against actual cost of service up to a maximum of £40.00 per week (capped rated following customer consultation	The maximum charge is the cost of the service	Do not charge for in-house services

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Is Day Care Credit given	Yes, we only charge when people actually attend	We only charge for actual attendance	Yes, we only charge for actual attendance/service delivery unless short notice by the customer	No, an alternative day is offered if unplanned	Yes	Yes, maximum of 14.50 for 3 weeks and only if higher than assessed contribution	Yes – charge against actual service provided – unless due to client non-attendance. We require 24 hours notice to be given, if not we still charge		Do no Charge for in-house services
Classification of One-Off Services			If the budget is taken as a direct payment, insurance, equipment, CRB checks are one-off payments. Also respite		Equipment DPU	Pet care only for respite care/ not hospital	Equipment purchases, emergency child care, emergency pet care	counselling if not ongoing	Do no Charge for in-house services
Do individuals contribute towards one-off services			Above, yes, Equipment, no.		No	No	NO	Yes, depending on financial assessment	NO
Hospital Stay do individuals continue to pay	Only DP Users	<i>Only DP Users</i>	No	Only for break in service for 5 days or more,	No	no	No	No	Not for 7 days
Does this apply to DP Users	Yes	Yes	Yes	Yes					

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Sleep in / waking Night what is max contribution?	Full cost capped at £900	£12.95 for Sleep in t	Full cost	No Cap	Sleep in is of £14.50 per hour = waking night is £145 per night	Full cost	Full cost	Full Cost	unsure
Live in what is max amount an individual can pay?	Full cost capped at £900	Full cost	Full cost	No Cap	Capped at £334 per week	Full cost	Full cost	Full cost	Full Cost
Two carer packages – is 2nd carer charged for?	YES	No	No– if for H&S reasons	No	No tried to introduce it last year but councillors did not want it. Will try again this year 2 nd carer for health & safety only	Yes if this is carer related (e.g. use of hoist etc) no if provider health and safety reason (e.g. internal policies to visit in pairs in certain areas after dark).	Yes	Yes	yes
Backdating charges – when do you charge from if individuals fails to notify you?	Backdate to start of service or date capital acquired if later	Letter to SU states if there is a change in financial situation they must contact us we would look closely at whether or not to backdate a charge	Customers can opt for an individual or couples assessment. Couples income is added together to determine contribution. Normally better off as single	Monday following notification of their max weekly contribution	Joint and single assessment choose most favourable. Single assessment use ½ couple threshold as IS+25	If both receiving services calculated on single persons rate as are better off usually	If there is PC/IS entitlement we complete a couple assessment as per Fairer charging.		Assess individually

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			assessment						
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Couples contribution	Treat as couple initially unless specific request to treat individually	Take into accounts both parties income and capital less PC/IS + 25% to give disposable income	Customers can opt for an individual or couples assessment. Couples income is added together to determine contribution. Normally better off as single assessment	Based on 50% of household income/ capital & 100 of Benefits & DRE specific to the service user	Joint and single assessment choose most favourable. Single assessment use ½ couple threshold as IS+25	If both receiving services calculated on single persons rate as are better off usually	If there is PC/IS entitlement we complete a couples assessment as per Fairer charging.		Assess individually
Self funders	100% capped at £900	100%	100%	100%	100%	Capped at £334.50	100%	100%	100%
Compensation	We will always charge where the rules allow but you must follow CRAG for capital inclusions. You don't have to follow CRAG for income, so we will always charge on income from disregarded capital.	We are looking into developing a policy re personal injury claims and future awards re care	Take any interest from the compensation as income but disregard the capital amount. Do not allow the customer to claim DRE as the compensation money would	Have consulted on this and now take compensation into account where lawful to do so.	Depends on how held – check CRAG. Not had one yet.	Underlying issue is what is not to do with the accident, the council picks up this cost the rest is made up of the compensation award. The compensation award is	Yes – not experienced in few years	Currently, we disregard compensation	Depends on how the compensation award & what level of award is for care and what element of the support package is for the care award, which is than calculated against the care package, in terms of what element of the care would be

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			be used for disability related expenditure.			only used for services cost towards the accident			needed if the compensation was not needed / or incident did not occur
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Carers services	No	No	No	No	No	No	No	No	No
Online matrix system	No	No	No	No	No	No	No	No	No
Good practice			With the move to direct payments, it is important that Visiting Officers do not include expenditure which is being used from the direct payments i.e. respite care. On review, the VO should be asking about DRE to ensure it was not used from direct payments.	FAB visits are initially booked a.m. or p.m. by an Admin team and confirmed day before visit					