


Changes to Southampton City Council's Charging Policy for Adult Social Care, April 2024

Here is an Easy Read version of our charging policy changes.

Ask someone to help you read this if you don't understand it.

Contents

	Introduction Page 2
1	Disability Related Expenses Page 3
2	Cancelling Your Care Page 5
3	Charges when care starts Page 7
4	Calculating the cost of care Page 9
5	Charging for transport Page 10
6	Deferred Payment Loans Page 11
7	Minimum Income Guarantee Page 12
8	Making the policy easier to understand Page 13

Introduction



Southampton City Council has a charging policy for Adult Social Care.



The policy explains how we work out what people can afford to pay for their care.





We are changing the policy, from April 2024. This document tells you about the eight changes we have made.



These changes will affect you if:

- the council arranges your care, or
- if you receive a **Direct Payment**.

A **Direct Payment** is when the council gives you money and you arrange your own care.

<u>Change 1</u>	<u>Disability related expenses</u>
	<p><u>Does it apply to you?</u></p> <p>This change would affect you if you live at home, <u>and</u> claim any of these benefits:</p> <ul style="list-style-type: none"> • Disability Living Allowance • Personal Independence Payments (PIPs) • Attendance Allowance
	<p>If you spend more money on day-to-day living because of your disability, these extra costs are called disability related expenses.</p> <p>If you tell us about your disability related expenses, and we agree, you will pay less for your care.</p>
	<p><u>What is changing?</u></p>
	<p>1. We will agree the disability related expenses at the same time as financial assessment. (Before, we did the financial assessment first and looked at the disability related expenses later).</p> <p>A financial assessment is when the council works out how much money you can afford to pay for your care.</p>
	<p>2. We will give you examples of what you can claim for.</p>



3. We will tell you what we think is a reasonable amount, and how this could change each year.



4. We will tell you what documents you need to show us, for example, your receipts.

Change 2

Cancelling your care










Does it apply to you?





This change will affect you if the council is arranging your care.











Sometimes you might need to cancel your care for a short time, if you go on holiday or into hospital.



	<p><u>What is changing?</u></p>
	<p>We will explain more clearly what happens if you cancel your care.</p>
	<p>If you live at home:</p> <ul style="list-style-type: none"> ● If you have to cancel your care, you will usually not be charged for it. ● We will not charge if you have to go to hospital. ● If you cancel your care for a short time, you need to give your carer one day's notice. If you do not, you might be charged for one day.
	<p>If you live in a care home:</p> <ul style="list-style-type: none"> ● We will usually still charge you if you go away or into hospital. ● This is because we pay the care home to keep your room ready for when you come back.



Change 3	Paying for your care when it first starts
	<p><u>Does it apply to you?</u></p> <p>This change will affect you if the council is arranging your care.</p>
	<p>When you have care for the first time, we try and get the care started as quickly as we can.</p>
	<p>It might take a bit longer to work out how much you can afford to pay for the care.</p>
	<p>It takes longer because we need you to tell us about where your money comes from, and what you need to spend it on. This can take time.</p>
	<p><u>What is changing?</u></p>
	<p>We want to explain better, how your charges work when you first start having care.</p>




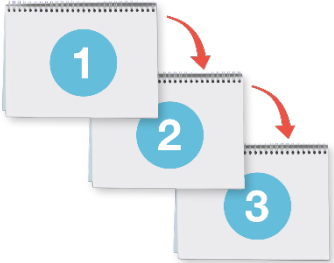
	<p>If you live at home, you may need to wait a while before you get your first monthly invoice. It will include all your charges since your care started.</p>
	<p>If you live in a care home we will charge you straight away, for a temporary amount. Once we know what you can afford to pay, we will adjust the charges.</p>
	<p>The new policy also explains what happens if you don't supply your information:</p>
	<ol style="list-style-type: none"> 1. We will send you reminders and offer to help you.
	<ol style="list-style-type: none"> 2. If we have not heard from you after 8 weeks, we will start charging you for the full cost of your care.
	<ol style="list-style-type: none"> 3. If you supply your information later, we will correct your charges to what you can afford to pay.

Change 4	Calculating the cost of your care
	<p><u>Does it apply to you?</u></p> <p>This change will only affect you if you live at home, and pay the full cost of your care. (Not many people have to do this).</p> <p>Full cost means you have enough money to pay for all of the care yourself.</p>
	<p><u>What is changing?</u></p> <p>The way we work out the “full cost” of your care will be different.</p>
	<p>Before, we charged you for the care hours you had, at a standard hourly rate.</p>
	<p>The new policy will charge you the actual cost of your care.</p> <p>The actual cost is the amount we have to pay the people who care for you. They may have different hourly rates.</p>
	<p>If you are affected by this change, you will probably need to pay more per week for your care.</p>

<u>Change 5</u>	<u>Charging for transport</u>
	<p><u>Does it apply to you?</u></p> <p>This change will only affect you if you live at home, and pay the full cost of your care. (Not many people have to do this).</p>
	<p><u>What is changing?</u></p>
	<p>We would start charging for the cost of transport.</p>
 <p>Day Centre</p>	<p>This is usually transport to and from day care arranged by the council.</p>
	<p>If you are one of the people affected by this change, you will pay a bit more each week.</p>

Change 6	Deferred Payment Loans
	<p><u>Does it apply to you?</u></p> <p>This change will only affect you if you move into a care home, and sign up for a loan called a deferred payment loan, after April 2024. This is a very small number of people.</p> <p>A deferred payment loan is when the council lends you the money to pay for your care, using your home as security.</p>
	<p><u>What is changing?</u></p> <p>We will charge you higher fees for setting up and managing the loan.</p>

<u>Change 7</u>	<u>Minimum Income Guarantee</u>
	<p><u>Does it apply to you?</u></p> <p>This change will only affect you if you live at home <u>and</u> you start receiving care after April 2024 <u>and</u> you are aged between 60 and retirement age.</p>
	<p>The Minimum Income Guarantee is the amount which you need to keep each week, to pay for your day-to-day living costs. The amount is set by the government. The amount goes up when you reach retirement age.</p>
	<p><u>What is changing?</u></p>
	<p>Before, we gave people the retirement amount as soon as they were 60 years old.</p>
	<p>Under the new policy, we will not give new people the retirement amount until they actually reach retirement age. This is usually 66 or 67 years old.</p>

Change 8	<u>Making the policy easier to understand</u>
	<p><u>Does it apply to you?</u></p> <p>Yes! We want everyone to be able to understand our charging policy.</p>
	<p><u>What is changing?</u></p>
	<p>We have made the document easier to read.</p>
<p>Understand</p> 	<p>We have more examples and pictures.</p>
	<p>We have explained things in the order that they happen to a new customer.</p>



We are trying to produce more documents in Easy Read format, like this one!



That's all the changes.



Thankyou!