



SURREY
COUNTY COUNCIL

www.surreycc.gov.uk

Making Surrey a better place

Paying for housing related support services

Supporting People in Surrey

Information for people in long term sheltered
and supported housing accommodation

Equal access to information

If you would like a copy of this document in large print, on tape, or in another language, please contact us on

telephone: 08456 009 009

minicom: 020 8541 8914

fax: 020 8541 9004

email: contactcentre@surreycc.gov.uk

Arabic

إذا كنت ترغب بالحصول على هذه الوثيقة مطبوعة بالأحرف الكبيرة أو على شريط أو مكتوبة بلغة أخرى الرجاء الاتصال على الهاتف المذكور أعلاه.

Bengali

আপনি যদি এই নথিটি বড় হরফে প্রিন্ট, টেপ-এ রেকর্ড করা অথবা অন্য কোন ভাষায় অনুবাদ করা সংক্রমে চান তাহলে উপরে দেওয়া নম্বরে কলিংকেন করুন।

Chinese

如果你需要這份文件以大字體打印、錄音帶格式或翻譯成另一種語言，請打以上電話號碼向我們提出要求。

Italian


Se desidera una copia di questo documento a grandi caratteri, su nastro, o in un'altra lingua, La preghiamo di contattarci al numero telefonico di cui sopra.

Spanish

Si desea recibir este documento en letra grande, en cinta auditiva o en otro idioma, por favour póngase en contacto con nosotros en el teléfono indicado arriba.

Urdu

اگر آپ یہ دستاویز بڑے حروف میں یا آڈیو ٹیپ یا کسی اور زبان میں چاہتے ہیں تو براہ کرم اوپر دیے گئے فون نمبر پر کال کریں۔



If you are receiving a service that provides support, from a provider which has a contract with the Surrey Supporting People Team, you may be entitled to financial help with your support charge.

If you receive housing benefit, then your support charge will be paid in full, as long as you or your support worker have advised the Supporting People Team. If not, then this leaflet explains how we calculate if you are entitled to assistance. You will need to complete one of our Financial Declaration Forms.

Will I be entitled to help?

If you have savings or capital over £24,500, you will not be entitled to assistance and you will need to pay your provider for the full cost of your support. (Please note: this does not include the value of the home you live in). If you do have more than £24,500, it is important that you let us know when your savings or capital falls below this amount. You may then be entitled to help towards the cost of your support.

If you have less than £24,500 we will work out whether we are able to pay a contribution towards the cost of your support. If you work, your earned income will be disregarded when we calculate if you are entitled to help. You will certainly be entitled to assistance if your weekly income is less than:

- £175.06 and you are a single person aged over 60
- £128.00 and you are a single person aged between 25 and 60 years
- £90.13 and you are a single person under 25 years of age

You may have more than this and will still be entitled to help. This is because there are some types of income that we do not take into account when we look at your income. Examples of these are shown in the section “Allowances and disregards”.

Remember, if you are entitled to housing benefit, your support charges will be paid in full, as long as you or your provider have told the Supporting People Team.

We offer everybody who receives a service from us, including a Supporting People service, a financial assessment. Depending on the level of your capital, income and expenditure, we may be able to offer you financial help with your support charge. If you receive a care service as well, we may require you to make a contribution towards the cost of your care. A benefits and charging adviser will contact you to arrange an appointment to discuss this further.

What if I think I will not qualify for financial assistance?

It may still be worth having a financial assessment as we may find out that there are benefits you are entitled to but have not claimed. Many

people do not claim their full entitlement to benefit because they do not know all of the benefits that are available to them. Our benefits and charging adviser will help you claim any benefits to which you are entitled.

I have decided I do not want a financial assessment

It is your right to refuse a financial assessment. However, in these circumstances, we will not be able to offer you any help with your support costs. If you receive any other care services from Surrey County Council, we will require you to pay for the full cost of the services you receive. We will ask you to sign a form agreeing to pay the full cost.

How do I request a financial assessment?

Your support worker (or scheme manager) will let us know that you need a financial assessment. A benefits and charging adviser will then make an appointment to come and see you in your home at a time convenient to you. During the visit they will go through financial details and assess whether you are eligible for help. Many people find it helpful to have a friend or relative with them at the visit. Your support worker (or scheme manager) is also welcome to attend, if you would like them to.

What information will I need to show the adviser?

The aim of the adviser is to work out if you are eligible for help with your support charge and also to help you claim all of the benefits that you are entitled to. They will carry out:

- An income assessment
- A benefit entitlement assessment
- A disability expenditure assessment.

If you are a couple, depending on your circumstances, it may be more beneficial to assess you jointly rather than individually. We will financially assess you according to whichever is more beneficial to you. Your partner may prefer not to provide details of their finances but it is important that you provide full details wherever possible so that we can make an accurate assessment.

It would be helpful if you could have the following information available for the visit:

Details of income

- State retirement pension
- All benefits – for example: Pension Credit, Income Support, Attendance Allowance [AA], Disability Living Allowance [DLA]
- Occupational and private pensions
- Income from annuities and trust funds
- All other income.

Savings and capital

- Bank statements (including current accounts), building society books
- Bonds, stocks and shares
- All other financial investments.

Expenditure

- Proof of rent or mortgage payments
- Council Tax and water charges
- Disability-related expenditure – see next page.

What is disability-related expenditure?

Many people have extra costs due to their disability. Some people find it difficult to identify these extra costs as they have been paying the extra money for a long period of time. Our adviser will help you to identify any extra costs that you may have. We recognise that some people may not want to discuss this with a stranger. We will automatically allow a minimum of £20 a week in the assessment. So, if you do not want to discuss these costs you do not have to. If you feel that your disability-related costs are more than £20 a week, we will ask you to provide proof of your extra expenditure. It is not possible to give a full list of the items you can claim as disability expenses but the following list will help to give you some idea:

- Extra heating
- Community alarm system – where this is not covered by Housing Benefit or through the Supporting People Grant
- Extra laundry costs
- Additional costs for clothing or bedding
- Special clothing or footwear
- Special dietary requirements
- Respite care – not provided by us
- Private payments for cleaning, garden maintenance and domestic help
- Disability-related equipment
- Transport costs.

How do we calculate whether we will be able to help pay for your support charge?

We work out the difference between your assessable income and your expenses. This determines whether you will be eligible for assistance.

We will look at your assessable income and capital, deduct an allowance, which the government sets, and deduct the expenditure that you have told us about. The amount of income remaining is known as your “net available income”. The government believes that all of your net available income is available to pay towards your care and/or support.

You will only be asked to pay 80% of this figure to your support provider. Any shortfall in your charge will be met through Supporting People grant.

Capital/savings

This does not include the value of the home you live in. If you have over £13,500 in savings, we will add the interest that you receive from this capital to your income. We calculate the interest on capital over £13,000 using the prevailing interest rate of high street banks.

Income

This will include state benefits, occupational and private pensions, disability benefits and income from all other sources. We disregard some types of income.

Allowances and disregards

Examples include:

- 'Basic' Income Support or Pension Credit (Guarantee Credit) + 25%
- Savings Credit
- All earnings
- Council Tax payments
- Rent or mortgage payments
- Water charges
- DLA mobility
- Night time element of higher rate DLA Care or AA (if we do not provide any night time care for you)
- War Widows and War Disability Pensions = £10 disregard
- War Widows Supplementary Pension
- Costs of disability – £20 minimum or greater if identified by you.

Below are two examples of a charge calculation

Example 1: Jean is 63

Jean's weekly income	£167.80
less Pension Credit + 25%	£155.60
less disability costs	£ 20.00
	= (£ - 7.26)

We will arrange for the Supporting People Team to pay for Jean's support charge.

Example 2: John is 28

John's weekly income	£180.00
less Income Support + 25%	£108.00
less disability costs	£ 38.00
= £ 34.00	

John will pay 80% of this to his support provider. He will pay £27.20 per week. His Supporting People charge is £30 a week. We will arrange for the Supporting People Team to pay the balance of £2.80 to the support provider.

The assessed Supporting People subsidy

In most cases we will be able to tell you how much help you will be entitled to receive at the visit. We will confirm this in writing, showing you how we have worked out your contribution and the Supporting People subsidy that you are entitled to. The adviser will try to answer any questions you may have and your support worker (or scheme manager) should also be able to advise you if you would like their help. Your subsidy will normally be backdated to the date of your claim.

If you feel that your assessed contribution is more than you can afford you can ask us to review the assessment. This may be because you feel that we have not allowed for all the expenditure you have told us about. A team manager will then look at the assessed contribution again. This is called a review. We will give you the outcome of the review in writing.

If you still feel that your assessed contribution is more than you can afford, you can ask for an appeal. An independent panel will then look at the assessment again and make the decision on your appeal. We will confirm the decision to you in writing.

If you are still not satisfied with the outcome of your appeal and you feel we have treated you unfairly, you can make a complaint. We will send details of the complaints procedure to you with the outcome of your appeal.

I have some more questions

If you have any queries about the level of support you receive then please contact your support worker or scheme manager. This is the person who is responsible for the support you receive. If you would like any advice about any of our charging policies then a member of our team will be happy to answer any of your questions. To find out the direct contact number for your nearest Benefits and Charging Team, please call our contact centre on 08456 009 009.

There are local voluntary organisations that can offer independent and free advice about your financial assessment. These organisations include agencies such as:

- Citizen's Advice Bureau (CAB)
- Age Concern
- Mencap
- Action for Carers Surrey
- Surrey Users Network.

You can find the contact information for these and other organisations in the local telephone directory.

Surrey County Council
County Hall
Kingston upon Thames
Surrey KT1 2DN



Further details on Supporting People Charging Rules can be found by contacting the Supporting People Team on 01372 832980 or on their website www.surreysp.org.uk



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Child and Adolescent
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