






Changes to Southampton City Council's charging policy




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

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

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| Introduction | |
|---|---|
|  | <p>Southampton City Council has a charging policy for Adult Social Care.</p> |
|  | <p>The policy explains how we work out what people can afford to pay for their care.</p> <p>We want to change the policy, from April 2024. This document tells you about the eight changes we want to make.</p> |
|  | <p>These changes would affect you if:</p> <ul style="list-style-type: none"> • the council arranges your care, or • if you receive a Direct Payment. <p>A Direct Payment is when the council gives you money and you arrange your own care.</p> |
|  | <p>We want to know what you think about the changes.</p> <p>You can have your say until Sunday 5th November 2023.</p> <p>Go to this web site: www.southampton.gov.uk/ChargingPolicyASC</p> <p>Or send an email: yourcity.yoursay@southampton.gov.uk</p> |

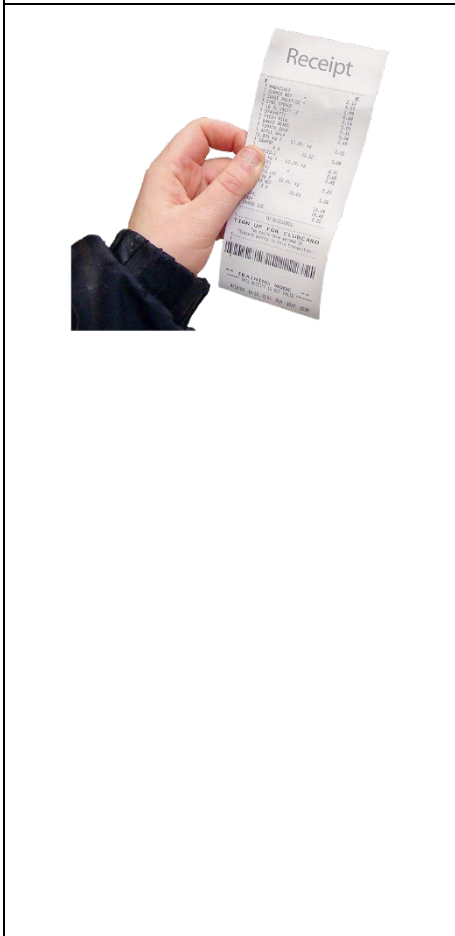
| <u>Change 1</u> | <u>Disability related expenses</u> |
|---|--|
|  | <p><u>Does it apply to you?</u></p> <p>This change would affect you if you live at home, <u>and</u> claim any of these benefits:</p> <ul style="list-style-type: none"> • Disability Living Allowance • Personal Independence Payments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




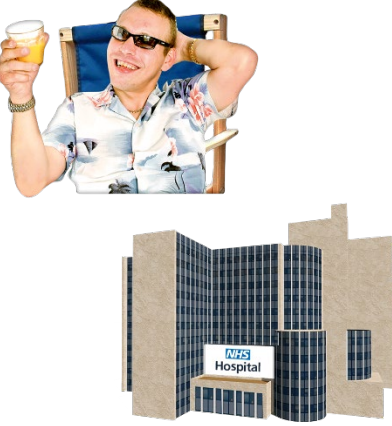


2. We would give you examples of what you can claim for.



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







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





| <u>Change 2</u> | <u>Cancelling your care</u> |
|---|--|
|  | <p><u>Does it apply to you?</u></p> <p>This change would affect you if the council is arranging your care.</p> |
|  | <p>Sometimes you might need to cancel your care for a short time, if you go on holiday or into hospital.</p> |
| | <p><u>What would change?</u></p> |
|  | <p>We would 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, there would be less times when you still get charged. |





| | |
|--|---|
| | <ul style="list-style-type: none">• We would not charge if you get taken into hospital.• If you chose to cancel your care for a short time, you would need to give your carer one day's notice. If you did not, you might get charged for one day. |
|--|---|









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| <p>If you live in a care home:</p> <ul style="list-style-type: none">• We would 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. |
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| Change 3 | Paying for your care when it first starts |
|---|--|
|  | <p><u>Does it apply to you?</u></p> <p>This change would 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 give us information about where your money comes from, and what you need to spend it on. This can take time.</p> |
| | <p><u>What would change?</u></p> |
|  | <p>We want to explain better, how your charges work when you first start having care.</p> |


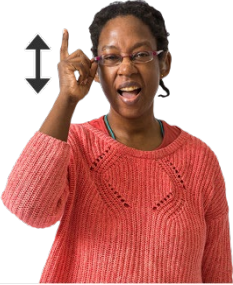

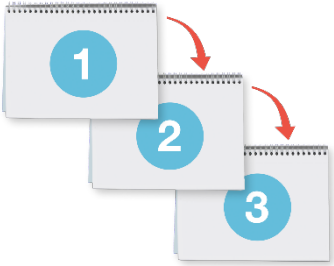
| | |
|---|---|
|  | <p>If you live at home, you may need to wait a while before you get your first monthly invoice. It will include all your charges since your care started.</p> |
|  | <p>If you live in a care home we will charge you straight away, for a temporary amount. Once we know what you can afford to pay, we will correct the temporary charges.</p> |
| | <p>The new policy also explains what would happen if you don't supply your information:</p> |
|  | <ol style="list-style-type: none"> 1. We would 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 would start charging you for the full cost of your care. |
| | <ol style="list-style-type: none"> 3. If you supplied your information after that, we would 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 would 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 would change?</u></p> <p>The way we work out the “full cost” of your care would be different.</p> |
|  | <p>Now, we charge you for the care hours you receive, at a standard hourly rate.</p> |
|  | <p>The new policy would 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 were affected by this change, you would probably need to pay more per week for your care.</p> |

| Change 5 | Charging for transport |
|---|---|
|  | <p><u>Does it apply to you?</u></p> <p>This change would 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 would change?</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 were one of the people affected by this change, you would pay a bit more each week.</p> |

| Change 6 | Deferred Payment Loans |
|--|--|
|  | <p><u>Does it apply to you?</u></p> <p>This change would only affect you if you move into a care home, and sign up for a loan called a deferred payment loan agreement, after April 2024. This would be a very small number of people.</p> |
| | <p><u>What would change?</u></p> |
|  | <p>We would 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 would only affect you if you live at home and start receiving care after April 2024, and 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 would change?</u></p> |
| | <p>Currently, we give people the retirement amount as soon as they are 60 years old.</p> |
| | <p>Under the new policy, we would 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 would change?</u></p> |
|  <p>Understand</p> | <p>We would try and make the document easier to read.</p> |
|  | <p>We would have more examples.</p> |
|  | <p>We would explain things in the order that they happen to a new customer.</p> |



We would try and produce more documents in Easy Read format, like this one!



That's all the changes.

Don't forget to let us know what you think.



Thankyou!