

Health & Community Directorate



Fairer Charging for Non-Residential Services

September 2009

www.halton.gov.uk

1.1 Introduction

Halton Borough Council receives funding from Central Government to provide a range of services for vulnerable adults, but is reliant on income from charges for those services to help pay for them. Without this income, service levels could not be maintained.

The Department of Health issued statutory guidance to Councils in 2001 which required all Councils to develop and implement a Fairer Charging Policy, setting out how it would assess and charge service users for non-residential services.

Residential services, including the provision of respite services are dealt with under the Charging for Residential Accommodation Guide and are therefore not covered by this policy.

Halton Borough Council has reviewed the way it assesses charges for non-residential community care services. The Department of Health publication 'Fairer Contributions Guidance – Calculating an Individual's Contribution to their Personal Budget' was issued in July 2009 to support Councils with Social Services Responsibilities in adapting their Fairer Charging Policy to take into account Personal Budgets.

A Personal Budget is an upfront allocation of social care resources to a person who is eligible for support. A service user may choose to ask the Council to arrange all the care and support they need, they may choose to receive the whole amount of the personal budget paid to them as a Direct Payment so they can organise their care and support themselves, they may choose to have their personal budget paid to a third party, or they may choose to have a mix of the options available.

This policy has been devised using guidance from the following legislation and publications:

- Fairer Charging Policies for Home Care and other non-residential Social Services (September 2003)
- The Health and Social Services and Social Security Adjudications Act 1983
- Local Authority Circular (2001) 1 Intermediate Care
- Fairer Contributions Guidance - Calculating an Individual's Contribution to their Personal Budget (July 2009)
- Charging for Residential Accommodation Guide in support of the National Assistance (Assessment of Resources) Regulations 1992 (S.I.1992/2977) (April 2009)

1.2 Aim of the Policy

To ensure that charges for non-residential community care services are calculated in an open and transparent manner and that all service users are treated fairly and consistently. Halton Borough Council needs to collect and maintain reasonable levels of income to maintain our services to people who need them most. It should be noted that 'service' covers traditional services commissioned by the Council and direct payments made to either the service user or third party.

There are several basic principles that Halton Borough Council promotes:

- That service users will be asked to make a financial contribution towards the cost of their care package based on a financial assessment.
- That service users will be offered assistance in the completion of the financial assessment.
- That new service users will automatically be offered a welfare benefits check to ensure they are receiving all the income they are entitled to. This service is also available on request.
- That service users will only be asked to pay what they can reasonably afford.
- That service users will keep at least the basic level of Income Support or Pension Guarantee Credit, plus 25% after any charge for service is made.
- That additional costs due to a service users' disability will be considered before the level of charge is set.
- That service users will have the option to not divulge financial information on the understanding that they will consequently be charged full cost for the services they receive.
- That service users can request a review of their financial assessment at any time and can access the Council's appeals or complaints processes if they believe they are being treated unfairly.
- Information collected by Halton Borough Council for the purpose of financial assessment can only be seen by authorised staff. This information will only be shared with other relevant people and agencies in accordance with the Data Protection Act 1998 or with the written consent of the service user or their legally appointed representative.

1.3 Exemptions from Charges

The Council does not charge the following groups of service users for community care services that they receive:

- People that access services provided under Section 117 of the Mental Health Act 1983 that are not provided as part of the Supporting People Programme.
- People who have any form of Creutzfeldt Jacob Disease.
- Service users who access Intermediate Care Services to help them live in their own homes either on discharge from hospital or to prevent hospitalisation for a period of no more than six weeks. The actual duration of Intermediate Care Services will be at the discretion of the Care Manager.

1.4 Non-residential Community Care Service Charges

Services provided free of charge:

Halton Borough Council provides Community Equipment free of charge.

Flat rate charges: (These are charged for where received in addition to any services which are subject to an assessed charge)

Halton Borough Council charges a flat rate for the following services:

- Meals received at home or in a day care setting

- Community Transport
- Lifeline (where not provided as part of the Supporting People Programme)
- Keysafes
- Night time services

Assessed charges:

Halton Borough Council will charge for the following services based on the service users' financial assessment:

- Home Care Services
- Home Care Services in an Extra Care setting
- Day Care Services (except for Community Day Care)
- Direct Payments
- Supported Living Services
- Adult Placement Services (except for respite provision, charged for under CRAG)
- Supporting People Services (where not in receipt of the Supporting People Programme subsidy)
- Any other method of delivering a Personalised Budget

A list of the current year's standard charges for the above can be found at Appendix 1.

The Council reviews charges made for all non-residential services on an annual basis at least.

2.1 Financial Assessments

For services that have an assessed charge, Halton Borough Council will carry out a financial assessment to work out how much a service user will be charged. This looks at income and savings, allowable expenditure (such as housing costs) and extra expenditure they have due to a disability.

The following income is not taken into account when your charge is being worked out:

- Council Tax benefit
- Housing benefit
- Any amount paid in Income Tax or National Insurance Contributions
- The first £10.00 of a War Disability or War Widows Pension
- War Pensions Mobility Supplement
- Mobility component of the Disability Living Allowance
- Earnings from current employment
- Earnings received by a partner
- Independent Living Fund Payments
- Pension Savings Credit
- Child Tax Credit
- Working Tax Credit

The financial assessment will make sure that all service users keep a basic living cost allowance. This figure is called the **Disregard Figure** and is never lower than the applicable basic Income Support level plus 25%.

The financial assessment will allow **housing costs** such as rent, mortgage payments and Council Tax, less any Housing benefit/Council Tax benefit. These amounts will be deducted from your total income before we calculate your charge. Where a service user requests housing costs be taken into account, the Council will refer to the latest Housing Benefit Regulations to ensure a fair and equitable approach is taken to these requests.

If a service user has additional costs due to their disability, Halton Borough Council allows a standard £14.61 per week from their disability related benefit to meet these costs. Where a service user feels their additional costs are higher than £14.61 per week, a Fairer Charging Assessment will look at those additional costs and they will be considered in line with national guidance. If we do not allow additional costs we will tell you how we have reached our decision. Further details of these allowances, called **Disability Related Expenditure** can be found in Appendix 2. Evidence of the additional expenditure will normally be required.

2.2 Financial Assessment Summary

The financial assessment can be summarised as follows:

Total income (excluding income listed in 2.1 above)
Less the applicable **Disregard Figure**
Less any allowable **Housing costs**
Less any agreed **Disability Related Expenditure**

This will give a figure called the **Disposable Income**. We ask service users to pay 34 pence for every one pound of their Disposable Income figure.

The actual charge made will be the lower of their assessed charge or the standard cost of their service plus any flat rate charges.

With the introduction of Personalised Budgets, the Council will count 100% of a service user's personal budget to be assessed for charges. Where a service user decides to spend some of their personal budget received as a direct payment on a service or equivalent service that has a subsidised charge, we will take into account the level of subsidy to ensure a fair and consistent approach to charging.

In line with the Fairer Contributions Guidance – Calculating an Individual's Contribution to their Personal Budget, we will work out the charge against the element of the personal budget that has no subsidy and add this to the charge worked out against the element with a subsidy. This will give the amount a service user would be asked to pay.

2.3 Assessing Couples

Where a service user is part of a couple, the service user can choose to be assessed as an individual or as a couple. If the service user chooses to be assessed as an individual we will not ask for, or take into account, any of the income or savings belonging solely to their partner.

Benefits that are paid to a couple are not automatically halved. When the charge for non-residential services is calculated the Council will ensure that the charge does not reduce a couples' income below the applicable basic Income Support level plus 25%.

Where we think the service user has a legal right to a share of an asset, such as a joint bank account, the service user or their partner or shared asset holder will be asked to disclose details of the value of the asset and the service users share.

If the service user chooses to be assessed as part of a couple, we will need to have details of the service user partner's income and savings etc, and we will then work out how much the service user would pay as part of a couple.

A service user can also choose to have two assessments done, one as an individual and one as part of a couple. The service user can then choose which assessment they would prefer to be used for their charge.

If the service user's partner is not willing to disclose their income and savings, we will assess the service user as a single person.

2.4 Savings, investments and other assets

The treatment of savings, investments and other capital is in line with the treatment of such items in Section 6 of the Charging for Residential Accommodation Guide. For non-residential services we do not take into account the value of your main home at any time. The value of any property that is owned or part owned by the service user that is not used as their main residence will be taken into account in the calculation of charges.

If a service user has total savings, investments and other assets of more than £23,000 then they will be asked to pay the standard costs for non-residential services provided to them. If service users have savings of between £14,000 and £23,000 they will be treated as having a 'tariff income' of £1.00 per week for every £250 or part thereof that they have in excess of £14,000. If a service user has less than £14,000 in savings, investments and other assets, it is excluded from the financial assessment.

Savings limits are reviewed annually and are consistent with the limits set out by Central Government in the Charging for Residential Accommodation Guide.

2.5 Benefits advice

As part of the initial financial assessment, service users will be offered a full benefits check, advice and support to apply for any benefits they might be entitled to claim. Where a claim is rejected, the Fairer Charging Officers can also offer advice and support to appeal the decision, including where needed, attendance at tribunals.

A service user may, at any time, contact the Council to request a benefits check from the Welfare Benefits Team.

Fairer Charging Officers will provide advice to both the service user and carer to help them make decisions where there are potential areas of conflict, for example where Carers Allowance and Severe Disability Premium are options and only one can be claimed.

The Financial Services Team, Fairer Charging Officers and The Pension Service have complementary roles and, with service users' consent, will share information to streamline assessment and benefit processes. Service users can withdraw consent to have information shared, at any time.

2.6 Disability Related Benefits

Halton Borough Council classes the following as disability related benefits:

- Disability Living Allowance – Care component only
- Attendance Allowance
- Constant Attendance Allowance
- Exceptionally Severe Disablement Allowance
- Severe Disability Premium of Income Support

The Council does not count Constant Attendance Allowance, Exceptionally Severe Disablement Allowance or the Severe Disability Premium of Income Support as income when working out a service users' charge. It is therefore very important that if a service user receives the Severe Disability Premium of Income Support that we are informed of this amount so we can exclude it.

The night care element of any disability related benefit is ignored unless the Council is providing day and night time services.

Night time services are: Waking Night Service (live in or visit)
 Sleep-in Service

Where such service is provided, the Council will charge one seventh of the night care element per night. The night care element is defined as the difference between the middle and higher rate of Disability Living Allowance.

2.7 Changes to benefits

If a service user's benefits or other relevant circumstances change then they MUST contact the Financial Services Team, as this may affect the amount the service user is asked to pay for their care services. Halton Borough Council reserves the right to backdate any increase or decrease in charges to the date from which your benefits or other relevant circumstances change. Changes include:

- Receipt of a new benefit or having a benefit withdrawn
- An increase or decrease in the level of benefit received
- Changes to income or allowable expenditure
- If the service user's capital or savings crosses one of the capital thresholds
- Changes to living arrangements including the number of adults in the household, such as the service user's partner moving to a care home.

The above are examples only and is not an exhaustive list. If a service user is unsure if a change will affect their charge, they are advised to contact the Financial Services Team for advice.

Halton Borough Council reviews its charges annually, usually timed to coincide with the Department for Work & Pensions annual increase in benefits.

2.8 Supporting People Services

Where a service user receives support services they may be entitled to claim Supporting People Grant. If the service user receives Housing Benefit and/or Council Tax Benefit they should be able to claim the full payment of their support services. If the service user is not entitled to Housing Benefit or Council Tax Benefit they may still be entitled to Supporting People grant by making an application for their charges to be worked out under the Fairer Charging Policy.

Services users who receive services under the Supporting People programme are not charged for such services that are intended to last for less than two years.

2.9 Declining to provide financial details

A service user has the right to decline to disclose their financial details. In such cases, the service user will be asked to pay the standard costs for services received. These standard costs for 2009-10 can be found in Appendix 1.

The Council will always advise a service user to complete a financial assessment to take advantage of possible increased income and lower charges. Where a service user declines a financial assessment and is then unable to pay their charges they should contact the Financial Services Team immediately so a solution may be found. If a service user refuses to pay their charges their debts may be pursued through the civil courts.

3.1 How we charge for services

Charges to services users will be raised for each four-week period. The billing periods for each financial year are set at the start of the year. The billing periods for 2009-10 can be found in Appendix 3.

Service users will be charged from the date service commences.

Commissioned Services

Where a service user receives services commissioned by the Council, invoices are raised after each billing period. The estimated dates of when the invoices for each billing period will be raised can also be found in Appendix 3.

Direct Payments either to a service user or third party

Where a services user receives a direct payment, the direct payment is paid four-weekly in advance and has the service user's charge deducted. Further details of how a direct payment is paid can be found in the 'Direct Payments from Social Services' information sheet.

The service user's charge will be worked out as the total charge for the financial year and will be payable unless the level of their personal budget changes during that financial year. If possible, the Council will offer service users a choice of how often they receive their invoices. We would like to offer four-weekly, three-monthly and six-monthly invoices or statements where payments are made by Direct Debit. The Financial Services Team will review the service user's contribution to the level of their personal budget annually in line with pension/benefit increases, or when requested, to adjust the amount charged in line with any changes to their personal budget.

3.2 Methods of payment

The Council offers service users a range of methods to pay their charge for non-residential services. Details can be found on the back of each invoice and include:

- Debit and credit card payments over the phone, calling 0300 333 4300.
- By cheque posted to Financial Services Team, Town Hall, Heath Road, Runcorn WA7 5TD. A receipt will be posted back to service users within five working days.
- By visiting any of the Councils' Direct Link offices. These can be found at Halton Lea shopping centre, near to the library, on Church Street, Runcorn, on Brook Street, Widnes, near to the market. Payment can be by cash, cheque or debit/credit card. Staff at the Direct Link Offices will be happy to help service users make their payment.
- By setting up a direct debit.
- By setting up a standing order
- Payment over the Internet using a debit or credit card by visiting the Council's website at www.halton.gov.uk under "Pay it on-line", selecting "Council Invoices".

3.3 Asking for your charge to be reviewed

If a service user believes that they cannot reasonably afford to pay the full amount of their assessed charge, they have the right to ask that the amount they have been asked to pay for non-residential care services is reviewed. The service user will be asked why they think their charge should be changed.

The financial assessment will be reviewed by either the Principal Finance Manager or Senior Financial Services Officer to ensure it is correct and the Fairer Charging Policy has been consistently applied. We will then write to you explaining our decision and reasons.

If the service user is dissatisfied with the outcome, they can request the matter be referred to an Appeal Panel. Whilst your request is being considered by the Appeal Panel, we will continue to send invoices for care services to service users. If the charge is changed, this change will be

backdated to the date of the service user's request to review the charge. Any overpayment made by the service user will be refunded.

An Appeal Panel consists of Elected Members and the Review Team. The Appeal Panel will review the charge in accordance with Section 17 (3) of the Health and Social Services and Social Security Adjudications Act 1983. The service user will be invited to attend the Appeal Panel and bring a representative of their choice with them. The service user will be able to tell the Appeal Panel why their charge should be reviewed. The Appeal Panel will consider the information given and will write to the service user with their decision.

3.4 Delays in completing the financial assessment

If a service user unreasonably delays completing the financial assessment they will be required to pay the standard charge for services provided until a financial assessment is completed. 'Unreasonable delay' will be decided on an individual basis. However, the Council would expect a service user or their representative to be available for a financial assessment within three weeks of contact from the Fairer Charging Officers.

If a service user's financial assessment can be completed within two months of commencement of service, the Council will refund any overpayments made by the service user. Refunds following an overpayment on completion of a service user's financial assessment later than this will be at the discretion of the Council, taking into account the service user's circumstances.

3.5 Non-payment of charges

Halton Borough Council has a policy of pursuing and recovering money owed to it by people who are assessed to pay a charge for their services and who do not make payments. Where payment is not received, we will try to find out what the problem is and work with you to help you to pay, which may include making an arrangement to repay your debt over a longer time period. All cases of non-payment will be treated individually according to their circumstances.

Continued non-payment of invoices will result in the Council taking recovery action through the Courts. The cost of the Council taking such legal action will be added to the service user's debt. Legal action may include obtaining permission to obtain money from a service user's bank account through the courts, retrieval of goods to the value of the debt, determination of a payment schedule, a charge being placed on a person's property or a Garnishee order by third party attachment.

4.1 Compliments, Comments, suggestions, complaints

Compliments, comments, suggestions and complaints are important as they help us to improve and develop the services that we provide. Service users have the right to complain if they are not happy about the services that they

receive. Service users can write with details of their compliments, comments, suggestions or complaint to:

The Customer Care Officer
Freepost CS/3
Health & Community Directorate
Halton Borough Council
Town Hall
Heath Road
Runcorn
WA7 5TD

Or e-mail: ssdcomplaints@halton.gov.uk

Service users can also ring us on 01928-704411 to outline why they are not happy with the services they receive. Alternatively, service users can ask for a Complaint Form, fill it in and send it to the above address.

A service users complaint will be investigated and we will write to them to tell them what action we will take.

We also welcome compliments, comments and suggestions. If you think we have done a good job, please tell us.

Service users should have received a copy of our complaints leaflet 'Do you have a compliment or complaint' when we arranged to visit them to collect their financial details. If a service user needs another copy of this leaflet please contact the Customer Care Officer on 01928-704411.

If a service user wishes to contact the Council or another agency regarding charges for non-residential services, contact details for a selection of agencies can be found in Appendix 4.

4.2 Standards (including Performance and Consultation)

The Council will consult the Charging Review Panel with any proposals to change the charging policy. The Charging Review Panel consists of officers, elected members, service user and carer representatives and representatives from voluntary organisations.

The Council will monitor its performance on the charging process to ensure that value for money is obtained and that service users are in receipt of a quality charging assessment service. The Council will monitor the following quality standards.

- 85% of service users visited will be told how much they will be initially asked to pay at the time that they provide their financial information.
- All service users who agree to receive a home-based financial assessment will be visited within 10 working days of their application for services being received, unless the service user cannot agree to a visit during the first 10 days.

- All service users will be told in writing how much they will be asked to pay for their care services.
- All service users who receive a home-based financial assessment visit will receive their invoice within 6 weeks of the charge being set.
- Service users will be asked to comment on the quality of the financial assessment visit that they received and will be given a choice of filling in a survey form or contacting the Welfare Rights Service direct to record their views.
- The Council will monitor how much it costs to collect income from service users against the amount of income that is raised.
- The Council will monitor:
 - The number of home finance assessment visits made
 - The number of benefits claims made and their type
 - The number of successful benefits claims and the amount of income that this produces, both for the Council and Service Users.
 - The number of service users who decline to receive a service because of the charges they would have to pay.

Appendix 1: 2009-10 standard charges

| | 2009/10 |
|--|----------------|
| Maximum Charges for Community Care | £ |
| Domiciliary Care (per hour) | 11.35 |
| Day Care (per session) | 14.86 |
| Family Placement (per session) | 14.86 |
| Meals – Day Centre users | |
| Light Breakfast | 1.16 |
| Cooked Breakfast | 1.78 |
| Light Meal | 1.65 |
| Cooked Meal | 2.20 |
| Meals – Community Day Care Meals (per meal) | 3.00 |
| Meals – Family Placement users | |
| Family Placement Breakfast (per meal) | 1.72 |
| Family Placement Lunch (per meal) | 2.14 |
| Family Placement Tea (per meal) | 1.99 |
| Meals – Delivered to users | |
| Meals – Delivered to people in their own homes (per meal) | 2.82 |
| Meals –Tea Time Pack delivered to people in their own homes (per meal) | 1.96 |
| Charges for Transport | 1.03 |
| <p>£1.03/trip to maximum charge per week of £10.30, except for service users on a higher rate mobility component of Disability Living Allowance, for whom it should be up to a maximum of 50% of the higher rate mobility component £49.10/week: for 2009/10 this is £23.69 per week. Trips beyond 10 miles of Halton's boundary to be charged separately.</p> | |
| Community Wardens/Lifeline | |
| Level 1: Call centre monitoring plus community warden reactive response. (Per week) | 5.42 |
| Level 2: Call centre monitoring plus reactive call out. Community warden visits, up to two per week according to assessed need and support planning. (Per week) | 6.49 |
| Level 3: Call centre monitoring plus reactive call out. Community warden daily visits according to assessed need and support planning. Assistive technology is provided according to assessed need. (Per week) | 8.65 |
| Night Time Services | |

| Maximum Charges for Community Care | 2009/10 £ |
|--|----------------------|
| Charge those who receive High Rate DLA Care/AA the amount of Benefit they receive to pay for night care services in proportion to the amount of night care service that the Council pay to provide them with. (Per week) | To 23.24 maximum |

Appendix 2: Disability Related Expenditure

| Item of Spending | Weekly Allowance | Notes/Evidence required |
|--|--------------------------------------|--|
| Community Alarms | Actual cost | Invoices from provider, such as HBC Lifeline |
| Privately arranged care including day care activities (excluding ILF monies) | Actual cost | Actual cost allowed if not provided by Halton Borough Council. The need must be identified in the care plan/support plan. Care purchased by a service user above our weekly residential contract prices will not be allowed. Evidence: receipts (using a proper receipt book) or invoices for at least four weeks. |
| Private domestic help | £7.00 per hour | Allow up to £7.00 per hour if single person household, or proportionately divided by other household members. Evidence: signed receipts using a proper receipt book or invoices for at least four weeks. |
| Respite care | Actual cost up to a maximum | If agreed as part of care plan/support plan and no other respite is provided by Halton Borough Council. |
| Additional Fuel allowance | £10.00 maximum | Actual gas and electricity paid, averaged over one year minus the annual average. Evidence: invoices for one year. See below for guide costs. |
| Additional Water allowance | £5.00 maximum | Metered water costs only, proportionately divided by number in household minus the annual average. Reason for additional water usage must be identified. Evidence: invoices for one year. |
| Basic Garden Maintenance | £7.50 maximum | Actual cost proportionately divided by number in household, up to maximum amount with seasonal fluctuation taken into account. Evidence: receipts (using a proper receipt book) or invoices for at least four weeks. |
| Window Cleaning | £1.50 maximum | Actual cost proportionately divided by number in household, up to maximum amount. Evidence: receipts (using a proper receipt book) or invoices for at least four weeks. |
| Laundry costs | £3.50 for extra soap powder £5.00 | Allowed where incontinence is identified, or other illness, which may cause additional need for laundry in excess of normal needs. Evidence: receipts for laundry/service |

| | | |
|--|--|---|
| | laundry /service wash | wash. |
| Special Dietary Needs | Discretionary | Special dietary needs may not be more expensive than normal. Must have evidence of specific dietary need due to illness or disability. Evidence: receipts of purchases required over a four-week period. |
| Clothing – extra wear and tear | £5.00 maximum | Cause of extra wear and tear identified. Evidence: receipts of purchases at reasonable cost. |
| Specialist clothing or footwear | £5.00 maximum | Reason for specialist clothing/footwear identified. Reasonable standard cost of item would be deducted from actual cost. Evidence: receipts of purchases. |
| Item of Spending | Weekly Allowance | Notes/Evidence required |
| Additional Bedding | £1.50 maximum | Cause of additional bedding identified. Evidence: receipts of purchases at reasonable cost. |
| Additional Mobility/Transport costs | Actual cost where exceeds DLA Mobility component | Includes cost of manual or powered wheelchair divided by 500 weeks (10 year lifespan). Not allowed if equipment provided free of charge. Also includes on-going insurance/maintenance costs. Evidence: receipt of purchase. |
| Prescription charges | £2.00 maximum | Pre-payment certificate at £104.00. No allowance if provided free of charge. Evidence: receipt for current year. |
| Special equipment hire, purchase and maintenance | Actual cost | Equipment divided by 500 weeks (10 year lifespan). Not allowed if equipment provided by NHS or free of charge. Internet access up to a maximum of £15 per month. If there is doubt regarding a piece of equipment being appropriate, confirmation to be sought by OT that the piece of equipment is an essential requirement. |
| Personal Assistant | Actual cost | Where this is assessed as a need and is not part of the care package provided by Halton Borough Council. |
| Other | Discretionary | Details required. Halton Borough Council |

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| | ry | will not fund items that should be provided by Health Services, such as latex gloves, wipes, incontinence products etc. |
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Additional fuel allowance

An allowance is made for excessive fuel costs (gas and electricity etc.) incurred by a service user. The Government has identified typical annual fuel figures. Any fuel costs above these amounts may be allowed as an expense. Where there are more than two members in the household the allowance will be proportionate to the size of the household.

| | Per year | Per week |
|--|----------|----------|
| Single person – Flat or terraced house | £1,067 | £20.52 |
| Couple – Flat or terraced house | £1,405 | £27.02 |
| Single person – Semi detached | £1,132 | £21.77 |
| Couple – Semi detached | £1,492 | £28.69 |
| Single person – Detached | £1,377 | £26.48 |
| Couple – Detached | £1,815 | £34.90 |

Appendix 3: Four-week billing periods and estimated invoice dates for 2009-10

| <u>Period</u> | <u>4-week billing periods</u> | | <u>Estimated invoice dates</u> |
|---------------|-------------------------------|-----------|--------------------------------|
| | Start Date | End Date | |
| 1 | 30 Mar 09 | 26 Apr 09 | 18 May 09 |
| 2 | 27 Apr 09 | 24 May 09 | 15 Jun 09 |
| 3 | 25 May 09 | 21 Jun 09 | 13 Jul 09 |
| 4 | 22 Jun 09 | 19 Jul 09 | 10 Aug 09 |
| 5 | 20 Jul 09 | 16 Aug 09 | 07 Sep 09 |
| 6 | 17 Aug 09 | 13 Sep 09 | 05 Oct 09 |
| 7 | 14 Sep 09 | 11 Oct 09 | 02 Nov 09 |
| 8 | 12 Oct 09 | 08 Nov 09 | 30 Nov 09 |
| 9 | 09 Nov 09 | 06 Dec 09 | 28 Dec 09 |
| 10 | 07 Dec 09 | 03 Jan 10 | 25 Jan 10 |
| 11 | 04 Jan 10 | 31 Jan 10 | 22 Feb 10 |
| 12 | 01 Feb 10 | 28 Feb 10 | 22 Mar 10 |
| 13 | 01 Mar 10 | 28 Mar 10 | 19 Apr 10 |

Appendix 4: Where to get further information, help or advice about charges

If service users need further advice or information about charges for non-residential services they can contact:

Advocacy Services

SHAP Ltd
Lakeside Buildings
Prescot Road
St Helens
WA10 3TT
Tel: 01744-454056

Age Concern – Mid Mersey

44 Church Street
Runcorn
WA7 1LR
Tel: 01928-590600

Citizens Advice Bureau

Unit 3
Victoria Building
Lugsdale Road
Widnes
Advice Line: 08451-304055

or

Grosvenor House
Halton Lea
Runcorn

Halton Carers Centre

62 Church Street
Runcorn
WA7 1LD
Tel: 01928-580182

Halton Voluntary Action

Sefton House
Public Hall Street
Runcorn
WA7 1NG
Tel: 01928-577626

Halton Borough Council Welfare Rights Service: 0151-471-7448

Halton Borough Council Direct Link Offices can be found at:

| | | | |
|------------|---------------|--------------|----------------|
| Halton Lea | Church Street | Brook Street | Queens Avenue |
| Runcorn | Runcorn | Widnes | Ditton, Widnes |

Halton Borough Council can be contacted on: 0300-333-4300