



Annual Review of Swansea Council's Charging Policy (Social Services)

2020/21

Summary report on work carried out by the Social Services Finance and Charging Policy Working Group

December 2020 v5

1. Introduction

1.1 This report sets out Swansea Council's annual review of social services charges, in relation to with recommendations to inform a new list of charges, **due to come into effect from 1st April 2021**.

1.2 This fourth annual review report builds on the work undertaken in previous years to keep Swansea's charging fair and equal, and in line with the rest of Wales. It evaluates how charges are working in Swansea, by considering changes in the statutory context, issues in applying council policy, what people are telling us, how current arrangements are working and whether there are equalities impacts linked to any proposed changes.

1.3 This report is based on work undertaken during the year by the Social Services Finance and Charging group and it provides recommendations for changes to the current policy, and a revised List of Charges 2021/22 (Appendix 1.)

2. Annual Review of Charges

2.1 By Implementing an annual review of charges –Swansea Council is following Wales Audit Office guidance on reviewing public services charges:

<https://www.wao.gov.uk/system/files/publications/income-generation-2016-eng.pdf>

2.2 Under the Wellbeing of Future Generations (Wales) Act 2016, public policy has to incorporate "Five Ways of working":

- Long term
- Collaborative
- Preventative
- Integrated
- Involvement

This review applies this approach, by setting out a model for the annual review of charges as agreed by the Social Services Finance and Charging group, chaired by David Howes, Corporate Director of Social Services.

2.3 Our Annual Review model is based on Wales Audit Office best practice for reviewing charging, to ensure that Swansea's charging policy continues to be based on strong principles of fairness and equality, to support Council's approach to achieve full cost recovery and transparency in how it is being implemented.

Figure 1. Swansea Model for Annual review of charging (social services)



2.4 This Annual report of the Social Services Finance and Charging Group is proposing a new List of Charges to come into effect in 2021/22 (see **Appendix 1**), and which become part of the Swansea Council's Charging Policy (Social Services).

2.5 Under the Social Services and Well-being (Wales) Act 2014, a local authority can only charge individuals:

- Up to the cost of providing the service
- What the person can afford to pay for an assessed for service

The Social Services Charging policy, and the revised list of charges set out the Council's local interpretation of the relevant Social Services and Well-being (Wales) Act Code of Practice, and how any discretionary powers conferred by the Welsh Government will be exercised in the year ahead.

3. Statutory considerations

3.1 The Council's Charging Policy (Social Services) meets a statutory requirement under section 59 of the Social Services & Well-being (Wales) Act 2014 ('the Act'), the recently (amended) Care and Support (Charging) (Wales) Regulations

2015 [2], and version 5 of the Part 4 and 5 Code of Practice (Charging and Financial Assessment, updated April 2020). See links below:

- [Law Wales - Charging and financial assessment](#)
- [Parts 4 & 5 Code of Practice- Charging and Financial Assessment](#)
- <http://www.legislation.gov.uk/anaw/2014/4/section/59>

3.2 Applying from April 2020, the current amendments under the Act are:

Non-residential care

You may have to pay up to a maximum of £100 a week if:

you have a high level of disposable income
you have savings and investments over £24,000, not including the value of your home
In deciding charges for non-residential care, local authorities must allow you to keep a set amount to help you meet your daily living costs.

Residential care

If you have capital over £50,000 you may have to pay the full cost of your residential care.

If your capital is at or below this limit, the local authority will help pay for your residential care.

How much you pay towards this care will be calculated from your eligible income, such as pensions or welfare benefits.

Local authorities must ensure you are left with at least £32.00 a week to spend on personal items.

Note: Changes to allowances that may apply in 2021/22 are not yet confirmed by Welsh Government, here is link to current guidance:

<https://gov.wales/charging-social-care>

3.3 Where a council decides to charge for the care a person receives, it must do so in accordance with the regulations and codes of practice, as above. The national policy framework requires Councils to show to citizens how they intend to apply discretionary powers on charges for social services as conferred by Welsh Council retain considerable discretion on which services are charged for and the level of charge.

3.4 The Act states that any charges for social care cannot be set at a level higher than the cost of providing the service. That charges can only relate to the 'cost that the local authority incurs in meeting the assessed, eligible needs for managed care and support, to which the charges may apply (section 59-2).

3.5 By exercising their discretionary powers in charging for services to meet needs, generally Councils have been seen to be acting under a general requirement of 'reasonableness'. Citizens are protected by nationally determined capital limits, weekly charging caps and personal income allowances, which are set by Welsh Government every year by ministerial statement. In most circumstances, the council

must also offer a financial assessment to citizens to ensure any charge made for care and support is reasonable compared to the person's financial means. Although charges are applied under a single policy framework, there are still some differences between calculating a charge for non-residential care (a maximum weekly charge may apply and a capital threshold limit may apply), and calculating a charge for residential care (capital threshold may apply).

3.6 Swansea Council aims to be clear, fair and transparent in what we charge for, and we do this by publishing an annual schedule/ list of charges, as set out in a Swansea Council Charging Policy.

3.7 There are some 'fairness' issues with applying this national charging policy, which in effect imposes a charging ceiling, which can mean everyone may be charged the same regardless of wealth or amount of service received, over a certain amount. The financial assessment is carried out, to means test this approach, though still this will clearly have greatest impact on those people with less income.

3.8 The current economic situation, as the world responds the pandemic, is one of uncertainty, struggle and responding quickly to each set of circumstances as it arises. This year is having a devastating impact on some individuals, families, communities and businesses. Government support for jobs and businesses during the pandemic has had a significant impact on public sector borrowing. There will be a need to restore debt to more sustainable levels over time, and this has the potential to affect spending on public services. The financial outlook for all public services in Wales is likely to be extremely challenging over the next several years. A more detailed analysis is set out in the Council's Medium Term Financial Plan.

3.9 Deprivation is an important consideration when looking at imposing charges on the care and support of our most vulnerable citizens and in support of their carers. The Wales Index of Multiple Deprivation (WIMD) is updated every 4 to 5 years. The most recent index was published in 2019, **17 (11.5%)** of Swansea's 148 LSOAs are in the most deprived 10 per cent in Wales (similar to the overall proportion in 2014). Swansea also has 8 Lower-layer Super Output Areas (LSOAs) in what is termed Deep-Rooted Deprivation; those that have remained within the top 50 most deprived – roughly equal to the top 2.6% – small areas in Wales for the last five publications of WIMD ranks. The current economic situation is likely to have greatest impact in these areas.

3.10 Significant future financial pressures, current overspends and continued austerity will mean that we have to look towards charging for local authority social services as a means of ensuring the sustainability of our services. Swansea's corporate financial policy on setting charges for all services sets out an expectation to aim for Full Cost recovery where possible, and to operate within the key principles set out in the Sustainable Swansea programme, and through objectives in the Corporate Plan 2019-22.

3.11 Swansea Council's financial strategy is to work within the principle of full cost recovery, and we are continually working to improve our understand the costs of delivering services to the public, and the factors which cause variations in costs over a period of time, such as occupancy rates, staffing costs and inflationary pressures. Through the work of the Finance and Charging group, the most recently available 'unit costs', across the accepted categories of social services, are used as the basis for current charges, and to reflect full cost recovery,

4. Swansea Council's Charging Policy

4.1 Social Services Charging policy (Version 3)-

Any issues raised with the council in implementing the Charging Policy are considered by the Social Services Finance and Charging group, which meets bi-monthly. Each meeting receives reports from the various work streams, and maintains an action log to be updated and reviewed.

There are no amendments being proposed to Swansea Council's Charging policy (social services) for 2021/22, following this year's annual review of charges.

4.2 What people are telling us

Public consultation- there has been no formal public consultation undertaken this year.

Complaints/ Compliments

The following tables show the complaints received last year relating to social services charging, and those received in this year to date (December 2020). There has been no increase in the number of complaints received relating specifically to charges. There are more complaints this year relating to financial issues, such as financial assessment, direct payments and decisions.

Total number of complaints received by Corporate Complaints Team relating specifically to social services charging by year			
Outcome/ Year	2018/19	2019/20	2020 to date
Justified	2	-	-
Partially Justified	2	-	-
Not Justified	2	1	1
Not Pursued	1	1	-

No further contact/ withdrawn/ For Info	1	1	-
On-going	-	1	-
Totals	8 (Stage 1 =6; Informal =1; Request for service =1	4 (Stage 1= 4) 15 , in total relating to Financial Issues	1 (Stage 2 = 1) 12 , in total relating to Financial issues

Table 1. No. of complaints

Year	Social Services Complaint- reasons/ comments	Outcome
2020	To Stage 2- charge for £90 for one day respite	Not justified

Table 21. Reasons/comment for complaints specifically charging related 2020-21 (to date)

Adult Services received **63** compliments in 2019/20, many of which came from carers or relatives praising the professional support provided, and the help given to access a range of services.

Public Ombudsman

Whilst there has been no local complaints passed to the public ombudsman, there is the opportunity to draw learning from recent national cases.

The Public Ombudsman cannot assess an individual's ability to pay for the cost of their care and support services, they sometimes receives complaints about related matters, which are summarised in a quarterly casebook (most recent case book April to June 2020). <https://www.ombudsman.wales/case-books/>

There are no cases relating to any local authority charging for Adult Services this year to date.

4.3 Schedule of Charges-

The revised List of Charges published prior to the start of the financial year have to reflect the inflationary pressures, which are impacting the social care sector.

As consideration of these circumstances is taking place within Council's spending review, the proposal is made by the Social Services Finance & Charging group is to increase all charges by **1.75%** to apply to all set out in the List of Charges to apply in 2021/22.

4.4 Financial Assessments

The Social Care Finance Team is part of the Revenues and benefits Service within the Financial Services Department and is responsible for:

- Undertaking financial assessments of clients' contributions towards the cost of their care
- Collection of those client contributions
- Scrutiny of claims for re-imburement from care providers
- Payments to care providers for residential and non-residential care

- Payments of Fostering and Adoption allowances including the means test that determines the allowance paid to an adopting parent
- Payment of Special Guardianship Allowances
- Payment of Direct Payments

This section currently deals with expenditure on behalf of Social Services of approximately £50 million per year and last year generated £14 million of income to the Council. Overall the Revenues and Benefits service manages transactions of approximately £300m a year.

In the year 2019/20, **9109 financial assessments** were undertaken by the Team for **4215 clients**. This included new assessments for customers receiving care for the first time as well as reviews of assessments made to ensure that they were up to date and that changes in circumstances had been reported by the service users. The aim being to ensure the accuracy of the assessment was maintained and clients are not being asked to pay too much or too little.

The Team collects client contributions by a variety of methods and is always available to help customers in difficulty by providing advice and support. Working with our service users is an effective way of collecting monies owed to the authority and only in a small number of cases do we find that formal recovery action, supported by Legal Services, is necessary.

At the moment, the team is about to implement an innovative online portal for our care providers to use which will enable them to provide details of care more easily, quickly and accurately and will also enable more effective scrutiny of claims for payment. The first providers are expected to go live on the portal before Christmas 2020 and then it will be further rolled out across the city to all other providers.

4.5 Income Generated

Service Category	17/18	18/19	19/20	Difference (to last year)
Community Alarms	476,322	487,686	450,380	-37,306
Day Services	283,698	433,814	559,804	125,990
Direct Payments	680,232	886,157	1,371,828	485,671
Domiciliary Care	2,047,926	2,790,267	2,803,476	13,209
Other/Administration	332,493	392,490	545,833	153,343
Residential Care	11,235,249	11,579,594	12,845,876	1,266,282
Grand Total	15,055,919	16,570,007	18,577,198	2,007,191

Table 3. Adult Services Yearly Analysis of income/ income related to charging by type - figures based on information within the Council's financial ledger

Main Points from table:

- An overall £2m increase in the amount of income generated this year to Swansea Council, which related to Adult social care, as compared to 18/19.
- Additional £1.27m relating to residential care
- £126k additional income from day service charges, in the first full year in which a charge for this service applies
- £486k income from direct payment is largely derived from the recovery of excess balances on individual accounts
- Income generated from Adult Social Care is expected to be reduced by Covid, as the Council's community based resources, have modified their service offer in response to the emergency situation.

Welsh Government has provided a loss of income scheme for the 2020/21 financial year. This has provided the Council with a level of protection from losses of income specifically attributable to the pandemic. Currently there is no guarantee of such a scheme for 2021/22. It is clear that the pandemic will continue to have an impact on income from clients and partner organisations due to reductions in capacity and service closures in 2021/22. Whilst it is possible to model the effect of such, we cannot predict with confidence how we will be affected in 2021/22 due to the number of uncontrollable variables in play.

In 2020/21, in Swansea, we are estimating the net effect of income loss within Adult Services to be in the order of £1.7m. For 2021/22, the Social Service Finance & Charging group will monitor the situation monthly and act as appropriate.

4.6 Impact on Service Usage -

STATS Wales publish comparative information on the number of adults who paid the maximum weekly charge towards the cost of care and support or support for carers during the year: [StatsWales - Adults charged for social care](#)

The most recent published information relates to 2018/19 (last year in brackets):

- Number of adults who paid the maximum weekly charge towards the cost of care and support or support for carers during the year Swansea reported = 1442 adults (773)
- Number of adults who paid a flat rate charge for care and support or support for carers during the year- Swansea reported = 0 carers in 2018/19 (0).

5. Social services Finance and Charging Group

The Annual Review of charging aims to ensure that the work undertaken by the task groups over the course of the year is highlighted in this report.

The current Finance & Charging work programme has the following priorities:

- WCCIS – financial
- Opportunities for New Charging
- Process Improvement
- Debt recovery/ Invoicing
- Annual Review of Charging/ Policy
- Annual Uplift of fees

5.1 Welsh Community Care Information System (WCCIS)

The introduction of WCCIS to Swansea Council is not solely a system implementation, but also offers service improvement opportunities.

One of the major overhauls of business process that the system offers will be around service provisions, the records which are currently held across a number of different systems, with no easy means of collating the information regarding an individual's commissioned services. During the data migrations held in readiness for WCCIS 'Go Live', the project team have liaised closely with Social Care Information and Finance to migrate all service provision data into WCCIS, and to ensure that this significant benefit is realised.

Service provision data migrated into WCCIS will include information related to the below services;

- Internal Home Care
- Domiciliary Care
- Day Care
- Direct Payments
- Residential & Nursing Care

A robust business support model to achieve this enhanced process, in relation to service provision records has approved. This will ensure that, within each of the service categories, new starters, leavers and changes to packages of care is recorded accurately within WCCIS on an ongoing basis, and that our data remains as clean and accurate as possible.

5.2 Opportunities for New Charges

As Swansea Council's Charging Policy (social services) makes clear, the Welsh Government's current charging framework allows for a number of areas of discretion in those Care and Support services, which can be charged for. In exercising this discretion, the Council has to consider carefully whether any additional care and support services are potential opportunities for charging, within current guidance.

The following table summarises areas, which have been considered during the year, and the current position.

Council service subject to discretion	Action proposed:
Supporting People services - floating support	To be considered as part of a Commissioning review (4 th) to be undertaken next year.
Administrative charges for commissioned services to partners	This has been explored as option by Commercial team, and not cost effective to implement at this stage
Carers support service	This is a sensitive area, in which carers are seen as having a vital role in a sustainable model of social care- not being considered at this time.
Deferred Payments- administration	Demand for service is seen as limited, and there is limited capacity available/ set up costs too high
Self-funders - administration	As above
Local Area Coordination	This is corporate strategic approach to well-being and prevention, part of Sustainable Swansea- not being considered at this time.
Occupational Therapy –provision of equipment & assistance	Currently delivered in partnership, extensive consideration/ consultation would be needed for charging to apply any charges for what is a specialist assessment/ intervention
Other- Employability related services	To be considered as part of Corporate Commissioning review
Other- Preventative	As with LAC, preventative services are not subject to maximum weekly charge and a flat rate charge is not being considered at this stage

This annual review of charges has also looked at the 2020/21 charging schedules of many Welsh Local Authorities and there are further examples of discretionary charging summarised at the end of the table in **Appendix 2**.

5.3 Process Improvement

Work has been mainly focused on strengthening links between social work practitioners and the Social Care Finance Team, to make sure that any changes in care and support plans triggers a new or revised financial assessment and fair charging. This work aims to make sure that Charging policy is fairly applied to all people receiving social services in Swansea, and that there are no individual in receipt of services without a financial assessment or subject to charging.

Similarly, work has taken place in the area of Direct Payments to ensure that there is robust systems for managing and reviewing how individuals are using funds to achieve their agreed outcomes, and where there is outstanding funds these are recovered to the Council.

5.4 Debt Recovery / Invoicing

Considerable work has been undertaken through the year to reduce outstanding debt in social services. The current debt balance is the lowest for some time, £2.7m, having previously been as high as £5m, with recovery of funding relating to a range of services such as Child & Family placements, joint equipment (regional), Intermediate Care/ Transformation Funding, Covid Response and the care and support of adults with Mental Health & Learning disabilities needs. In the latter, there has been success in resolving historical funding disputes around individuals with complex needs who need, often long term care and support packages, with long standing issues relating to the local and national interpretation of Continuing Health Care policy.

Alongside the work above, it is vital that we are consistent in our work with partners, in ensuring that invoices for services or work we provide on their behalf are raised in a timely, reliable and realistic way. We aim to notify partners also of any changes to social care fees and charges, based on the work on Finance & Charging group, reflecting the actual costs of the commissioned services, which in turn, are based on accurate figures for service usage, and estimates of all the costs are applied. Joint work between SCIFT, Corporate Commercial and Procurement teams and the Social Services Finance officers ensured that all our processes are working effectively.

5.5 Annual Review of Charging policy - refer also to section 4 above.

The policy and this annual review process, as reflected in this reports aims ensures that charging, where it occurs, is consistent, fair and clearly understood. Individuals when asked to pay a charge will only be required to pay what they can afford.

The current policy fully takes into account the principles set out in the charging and financial assessment framework introduced by the 2014 Act, and the relevant codes of practice.

Public Information and advice about charging is available on the council website, and leaflet, taking account of individual communication needs, on request. Swansea Council are committed to giving people a stronger voice and real control over the care and support they need, to achieve their own well-being outcomes

5.6 Annual Uplift of Fees

The report, written as a UK government spending review is underway, has already mentioned the funding and demand pressures on social services next year, but councils are unlikely to be funded to increase social worker or social care workforce pay in relation to the new rate of Living Wage,. It is expected that inflation next year will be about **1.5 to 2%**, though the impact of the arrangements for Brexit may be felt more deeply.

The annual uplift is generally a weighted average of national living wage, pension auto-enrolment and other inflationary factors, and this rate can be different across service categories due to their differing cost bases, or usage.

The council has to increase charges to a level that reflect these pressures, whilst at the same time is mindful of the economic and social uncertainties that are affecting everyone, but more so those who are most vulnerable, and their families and carers, in our communities.

The across the board inflationary increase to social services charges as proposed in this report (Appendix 1) is proposed at **1.75%** to come into effect on 1st April 2020. The only exemption is Community Alarm services, as the proposal is for charges to remain the same and to be considered as part of a corporate commissioning review.

6. Comparisons with other Welsh Local Authorities.

It is useful to keep an eye of what other, particularly those similar Welsh Local Authorities are doing in relation to their charging for social services. Following detailed work last year, a partial review of some neighbouring Council's published charges for social care was undertaken.

Appendix 2. Table shows how Swansea compares with a selection of other Welsh Local Authorities.

7. Equalities Impact Assessment

7.1 The Welsh Government's national charging framework has taken steps to ensure that the person's income levels are protected, and these national arrangements were subject to a Equalities Impact Assessment, and the thresholds set within the framework are reviewed regularly. The impacts of new charges implemented locally are also assessed each of the different 'protected characteristics' as well as being fully considered in each individual circumstance, through the financial assessment and at population level by the Equality Impact Assessment.

7.2 EIA Screening

This report is set to recommend no changes to current charging policy and to adjust the current list of charges with a modest inflationary increase to apply from April 2021.

An updated Equalities Impact Assessment screening form has been undertaken at this stage (attached in **Appendix 3**), with the agreed outcome a full EIA assessment was not required at this stage.

8. Conclusions

In summary Swansea Council's annual review of social services has taken into account the following

- Local context –social, financial and economic

- Policy changes -Welsh Government directives on charging framework
- Lessons learned from complaints/ casework of public ombudsman
- Continuous improvements being made via Finance and Charging
- Comparisons with other Welsh LAs
- Equalities impact

The costs of providing social care services are subject to inflationary pressures. Significant changes have been made in previous years to ensure that Swansea's charging policy is consistent with most other local authorities in Wales, and that this policy is applied with fairness and equity.

Within the current context, it is not necessary or appropriate to consult upon making any changes to the current charging policy.

9. Recommendations

- Cabinet asked to accept the findings of the annual review of changes, and that there are no new service charges to apply in 2021/22.
- To agree that an inflationary increase of **1.75%** to be applied to all social services charges to come into effect on 1st April, 2021/22.
- Cabinet to approve the list of social services charges to apply from 1st April 2021, for the year 2021/22.
- The new List of charges 2020/21 (Appendix 1), once agreed, is appended to the Council's Charging (social services) policy.

Appendix 1 Swansea Council List of Charges (to apply in 2021/22)

These are the amount clients will be charged for social care services, subject to any limits on the maximum charge specified by Welsh Government.

1. Residential Care and Support Services (Local Authority)

Council's in-house residential care service delivers a high quality service for individuals with complex needs, and also offer placements for residential reablement and respite care.

The charges shown below are for the council-run care homes only and are only indicative of the average weekly costs of care and support, as some individuals may have additional needs to be identified and charged accordingly.

All charges for residential care are means tested. Residents may only be required to pay a contribution towards the total weekly cost. In certain circumstances, residents may be required to pay the full cost of residential care.

a) Long Term Residential Care (Local Authority)

Charges for Services by category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
Residential Care			
/ Council run only			
Elderly Care	£614.15	£624.90	1.75%
Dementia Care	£614.15	£624.90	1.75%
Mental Health	£1,609.30	£1,637.46	1.75%
Learning Disabilities	£1,609.30	£1,637.46	1.75%
Younger Adults	£1,609.30	£1,637.46	1.75%
Nursing care*			
Adults	£640	£651.20	1.75%

As part of a planned response to the current crisis, Adult Services are currently offering nursing placements within In-House Services. These nursing placements are viewed as temporary.

The charge (fee) is set at a rate in line with external nursing placement

b) Short Term Residential Care (Local Authority)

Charges for Services by category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
All adults short term residential, up to 8 weeks (known as Respite care, residential reablement (from week 6 and up to week 8) or temporary short-term emergency or planned placement)	£100	TBC by Welsh Government	To reflect Max. weekly charge set by Welsh Government

2. Non-residential, community-based care and support Services

- Domiciliary Care – is care in the client’s home provided by a private sector provider
- Home Care – is care in the client’s home provided by the Local Authority

All charges are means tested up to the maximum standard charge as outlined below

Charges for Services per category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
All adults Non-residential, community-based care and support Services			
Domiciliary Care or Home Care, including respite at home, supported living	£19.00 per hour	£19.32 per hour	1.75%
Older Persons Day Services	£44.10 per day	£44.86 per day	1.75%
Day Services Younger Adults /Special Needs Day Services	£55.13/day	£56.10/day	1.75%

3. Flat rate charges for other services provided by Swansea Council

These social care charges for Council run services are discretionary, and are **not** subject to a means test, or a maximum weekly charge.

Charges for Services per category of care	Weekly charges in 2020/21	Weekly charges in 2021/22	% Increase/ Comment
Adult social care charges for Council run services			
Community Alarms (Lifelines)	£150.80 exclusive VAT (four quarterly instalments of £37.70)	£150.80 exclusive VAT (four quarterly instalments of £37.70)	To remain same https://www.swansea.gov.uk/communityalarms
	£180.96 inclusive VAT (four quarterly instalments of £45.24) -	£180.96 inclusive VAT (four quarterly instalments of £45.24)	
Meals (within community-based, day services)	£3.86 /day	£3.93	1.75%
Court of Protection Deputyship	Court of Protection Deputyship charges as set in law by the Ministry of Justice	Court of Protection Deputyship charges as set in law by the Ministry of Justice	
Pre Deputy support charge	£5 per week	£5 per week	No change proposed

Appendix 2: Comparison with other Welsh Local Authorities

This table provides the latest available information about how Swansea's social services charges compare to selected other Welsh Local Authorities, within main categories for Adult Social Care charges.

This year due to Covid, information has only been updated following a web search, rather than by email request.)

All figures shown in the following table are social services charges as agreed and applied by these Councils in 2020/21 (marked as **updated**), or the most recent available -

Local Authority	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (Telecare/ Lifeline (per week)	Other (per day)
Swansea (20/21) <u>Updated</u>	£19 per hour	£44.10 per day (OP) £55.13 per day (YA/SN)	Variable	£614.15 (standard L/t elderly care) £640 - Dementia nursing care	£100 (Max weekly charge applies)	£2.90	Meal- £3.86
NPT <u>Updated</u>	£16 per hour subject to 2% increase	£30 per attendance £76.50 (LD – other LA) subject to 2% increase	Value of direct payment	£572.37 (standard res. Care) £767 (Pobl charges to new residents) subject to 2% increase	£100 (Max weekly charge applies)	£2.70 (T/c) £3.95 (LL) £5.70 (LL-Extra) subject to 2% increase	Meal- £4.60 subject to 2% increase
Bridgend <u>Updated</u>	£19.72 per hour	£35.17 £66.26	Variable	£583 (Older people- higher dependent res); £622 - very dependent residential; £715 specialist dementia in nursing setting	£100 (Max weekly charge applies)	£2.31 to £6.17 per week (pricing range- no in household)	Meal - £5.66 £1.69 for tea time snacks

All figures shown in the following table are social services charges as agreed and applied by these Councils in 2020/21 (marked as updated), or the most recent available -

Local Authority	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (Telecare/ Lifeline (per week)	Other (per day)
Carmarthenshire <u>Updated</u>	£16.50 per hour	£16.15 per session	£12.20 per hour £96.50 per night	N/a	£100 (Max weekly charge applies)	£15.47 per quarter (CL monitoring) £40.95 per quarter (monitor & pendant)	Meal – £4.90
Powys <u>Updated</u>	£20.50 per hour	£15 per day (OP) £15 per hour (LD)	£20.50	N/a	£100 (Max weekly charge applies)	£2.00 (Community Alarm) £50.77 (Careline)	Meal - £7.50
Pembs <u>Updated</u>	£16.71 per hour	£39.60 (Day Opps. per day)	£11.64	£577.58 (Res)	£100 (Max weekly charge applies)	£2.24 with disablement cert. £2.69 without disablement cert.	Meal £4.86
RCT <u>Updated</u>	£34 per hour, subject to 2.90% increase	£34 per hour subject to 2.90% increase	N/a	£588 (Elderly /frail- res) £594 (Elderly /frail-nursing) £628 (Nursing –EMI) all subject to 2.90% uplift	£100 (Max weekly charge applies)	£2.85 per week (pendent) £5.59 per week (lifeline)	Meal - £3.95

Appendix 3. Equality Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form. If you would like further guidance please contact the Access to Services team (see guidance for details).

Section 1

Which service area and directorate are you from?

Service Area: ADULT SERVICES

Directorate: SOCIAL SERVICES

Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) Please name and describe here:

Annual Review of Charges (Social Services) 2020/21

This EIA covers the Annual Review of Charges (Social Services), which sets out any changes within Swansea Council's Charging Policy (Social Services), and the proposed List of Charges for 2021/22. The main change to take effect from 1st April 2021 is that all social services charges are to be increased in line with an inflationary uplift of 1.75%.

There are no new charges proposed by this annual review, or changes to the current policy.

Clearly there are some impacts on individuals arising from applying an inflationary uplift within the Council's charges (on social care) However all social service non -residential charges are set within a national legislative framework, and in compliance to regulations and code of practice as set by Welsh Governments, namely within Parts 4 and 5 of the Social Services and Well-being (Wales) Act 2014, henceforth 'the Act'.

Under the Act, citizens to whom the charges apply are protected by some important policy entitlements:

- right to be offered a financial assessment to consider whether they have the means to pay a contribution to the costs of their social care and support
- there are clear principles that a person's ability to pay should not precluding access to care and support or that the charges for care and support should not exceed the costs of provision - there are personal thresholds set by the Welsh Government: namely a maximum weekly charge to be set at £100 per week (2020/21)
- Capital and Personal income allowances are also set for people who are subject to charges in relation to residential care

Q2(a) WHAT DOES Q1a RELATE TO?

Direct front line service delivery	Indirect front line service delivery	Indirect back room service delivery
<input checked="" type="checkbox"/> (H)	<input type="checkbox"/> (M)	<input type="checkbox"/> (L)

(b) DO YOUR CUSTOMERS/CLIENTS ACCESS THIS...?

Because they need to	Because they want to	Because it is automatically provided to everyone in Swansea	On an internal basis i.e. Staff
<input checked="" type="checkbox"/> (H)	<input type="checkbox"/> (M)	<input type="checkbox"/> (M)	<input type="checkbox"/> (L)

Q3 WHAT IS THE POTENTIAL IMPACT ON THE FOLLOWING...

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Children/young people (0-18) →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
→				
→				

Appendix 3. Equality Impact Assessment Screening Form

Older people (50+)	➔	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	➔	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	➔	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh Language	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	➔	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	➔	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	➔	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Evidence shows that disabled people, older people and people from minority ethnic backgrounds have proportionately lower levels of income and could therefore experience a greater level of financial impact from any increases to social care charges.

Q4 WHAT ENGAGEMENT / CONSULTATION / CO-PRODUCTIVE APPROACHES WILL YOU UNDERTAKE?

Please provide details below – either of your planned activities or your reasons for not undertaking engagement

The council is complying with its duties under the Social Services & Wellbeing (Wales) Act 2014 which allows local authorities to exercise discretion and to work within the principles of fairness, transparency and equality. It is a statutory requirement under Parts 4 & 5 of the Social Services & Well-being (Wales) Act 2014 for local authorities to reflect and update these charges in a clear and transparent way, demonstrating fairness and equity to Swansea citizens.

A full Equality Impact Assessment, and consultation exercise was carried out (Feb 2018), when major changes were made to the Council’s Charging Policy, and these were introduced in 2018/19, such as charging for day services and the schedule of hourly rate increases for domiciliary care. All charging thresholds/ limits to the Councils charges are set by the Welsh Government, and these are in place to protect citizens against poverty and social exclusion. The Welsh Government has undertaken a full EIA of the Charging framework (December 2016):

[EIA-Changes to Charging \(Welsh Government\)](#)

Q5(a) HOW VISIBLE IS THIS INITIATIVE TO THE GENERAL PUBLIC?

High visibility <input type="checkbox"/> (H)	Medium visibility <input type="checkbox"/> (M)	Low visibility <input checked="" type="checkbox"/> (L)
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(b) WHAT IS THE POTENTIAL RISK TO THE COUNCIL’S REPUTATION? (Consider the following impacts – legal, financial, political, media, public perception etc...)

High risk <input type="checkbox"/> (H)	Medium risk <input type="checkbox"/> (M)	Low risk <input checked="" type="checkbox"/> (L)
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Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes
 No
 If yes, please provide details below

Q7 HOW DID YOU SCORE?

Please tick the relevant box

**MOSTLY H and/or M → HIGH PRIORITY → EIA to be completed
Please go to Section 2**

**MOSTLY L → LOW PRIORITY / NOT RELEVANT → Do not complete EIA
Please go to Q8 followed by Section 2**

Q8 If you determine that this initiative is not relevant for an EIA report, you must provide a full explanation here. Please ensure that you cover all of the relevant protected groups.

Swansea Council’s Charging policy (social services) was agreed by Council in March 2016, following a full Equalities Impact Assessment, which was carried out to consider and consult on how the policy is applied to all client groups that are able to access residential and non-residential community care services. Any impact on individual or population groups with protected characteristics is mitigated by minimum income allowances, capital thresholds and weekly charging caps which are set annually by Welsh Government.

New charges to day services, and respite at home were introduced, and applied in 2018/19, and a full EIA was completed to support this change. This year, as was the case last year, the annual review of charges is proposing an inflationary increase to charges to reflect increasing costs of social care to come into effect on 1st April 2021, and in line with other Council charges.

Section 2

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email – no electronic signatures or paper copies are needed.

Screening completed by:	
Name:	Simon Jones
Job title:	Social Services Strategic Performance & Improvement Officer
Date:	16 th December 2020
Approval by Head of Service:	
Name:	David Howes
Position:	Director of Social Services
Date:	December 2020

Please return the completed form to accesstoservices@swansea.gov.uk