

SUPPORTING PEOPLE

CHARGING GUIDELINES

- All service users in non chargeable services will receive a free service.
- Service users receiving a chargeable service must provide proof of financial eligibility in one of two ways.
- Service users in receipt of **Housing Benefit** are eligible to receive a free Supporting People service. Proof of Housing Benefit will be required.
- Service users with saving under the capital limit may, if they so choose, apply for a **Fairer Charging Assessment** to determine the maximum amount of contribution payable towards the cost of non residential services provided by Devon County Council. These services include Supporting People, day care and domiciliary care. This may result in a nil or part contribution.
- If ineligible for a free service then service users will be required to pay the full or a part charge for the service.
- How the charge should be paid will depend on whether the service is under a Block Gross Chargeable or Block Subsidy contract.

BLOCK SUBSIDY SERVICES

- Service users required to pay in full will pay the Support Provider directly.
- Where a part contribution has been determined following a Fairer Charging Assessment, this contribution should be paid to the Support Provider. The balance of the charge will be paid to the provider by Supporting People

BLOCK GROSS SERVICES

- Where the service user is required to pay, either in part or full, this payment will be collected by Supporting People. An invoice will usually be sent every four weeks to collect the required charge.
- Service users paying the full cost will receive an invoice based on the number of hours and the hourly charge rate, as advised by the provider, for the relevant four week period.
- For service users with a weekly assessed contribution the full cost will be calculated as above. However the charge will be either the actual cost of service or the maximum assessed contribution whichever is the lower
- If a service user has an assessed contribution and is paying part or all of this for other services such as domiciliary or day care then Supporting People will only collect any unused balance.
- Invoices are usually issued every four weeks, however, where the four weekly cost is small this may be collected quarterly instead.