

## **FAIRER CHARGING**

Service users in a chargeable service who have savings under the capital limit (as shown on the Financial Assessment Referral Form) are entitled to request a Fairer Charging Assessment (FCA)

A new user who may be eligible, should apply for Housing Benefit in the first instance. If this is turned down, the refusal letter showing the date of application should be sent to the Supporting People office together with the FCA referral and data consent form. For eligible service users, payment will be backdated to the HB application date or the SP start of service date whichever is the later.

All users not in receipt of Housing Benefit and with savings under the capital limit should be encouraged to apply for this means test. The provider should forward the application and a data consent form to the Supporting People office.

### **Arrears**

If a Supporting People payment is awarded, arrears will be backdated to the first Monday on or after receipt of the application form. For new service users, arrears may be backdated to the start date provided both the FCA and data consent form are received within 3 months of the service start date.

### **Process**

When both forms have been received the referral will be forwarded to Devon County Council's Client Finance Services department. If certain criteria are satisfied, the client will be offered a short phone assessment. In other cases, an appointment will be made for a home visit. A visit can also be requested, if clients prefer, or if they are unable to answer the telephone questions. The result of the assessment will determine the maximum weekly charge. This may be full cost, reduced cost or a nil charge.

### **Other information**

- Please add to the form any information that may be helpful to the visiting officer e.g. risks, property directions etc.
- Where a service user has a terminal illness they may be exempted from charges and any information to this effect should be provided

### **Collecting Charges**

Service users for whom payments are made under a subsidy contract will have their payments reduced by the amount of the assessed charge. Those receiving a service under Block Gross Chargeable contracts will be invoiced every four weeks to collect charges.