

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 05 March 2019
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Internal Day Services and Telecare - Proposed Fees and Charges for 2019/2020
Purpose of Report:	To propose changes in service charges for internal day services and provide and update on telecare functions managed by Social Services
Report Owner:	Director of Social Services
Responsible Officer:	Head of Resource Management and Safeguarding
Elected Member and Officer Consultation:	No Elected Members have been consulted. Operational Manager - Commissioning and Information Operational Manager - Accountancy
Policy Framework:	This is a matter for Executive decision by Cabinet.
<p>Executive Summary:</p> <ul style="list-style-type: none"> • This report provides pre Cabinet scrutiny for changes to fees and charges in respect of internal day services for 2019/20. • This report seeks to update elected members on the plans for charging for Telecare services for 2019/20. • The report reflects an inflationary increase of 2.3% for internal day services. • The report reflects no change in charging for telecare services. 	

Recommendation

1. That Scrutiny consider the fee proposals for internal day services and notes the reasons for charging in respect of Telecare services as set out in this report and the associated appendices.

Reason for Recommendation

2. To obtain Scrutiny Committee's consideration of the charging and fees proposed for 2019/2020 prior to a decision by Cabinet.

1. Background

- 1.1 The Social Services and Well-Being (Wales) Act 2014 ('the Act') came in to force on 6th April 2016. It provides the statutory framework to deliver the Welsh Government's commitment to focus on well-being, rights and responsibilities. It brought together in to a single piece of legislation the local authorities' duties and functions in relation to improving the well-being of adults who need care and support and adult carers who need support.
- 1.2 The Act provides for a single legal framework for charging adults for care and support and for charging carers for support.
- 1.3 In addition, a Code of Practice (Parts 4 & 5 Charging for Financial Assessment) ('the Guidance') was issued under S145 of the Act. When carrying out their social services functions, local authorities must act in accordance with any requirements and have regard to any guidelines contained in the Guidance.
- 1.4 The Council delivers a number of chargeable services through the Directorate of Social Services, the majority of which fall under the requirements of the Act e.g. maximum charges for non-residential care, assessed charges for residential and nursing care, day services and telecare services.
- 1.5 In March 2017, Cabinet approved a proposal that telecare charges be increased by 1% each financial year, unless further reports were submitted to Cabinet for consideration. In April 2018, the charges were increased by the permitted 1%.
- 1.6 The same Cabinet report outlined the revised charges for internal day services from April 2017. It did not, however, include an annual percentage increase and the charges remained the same in 2018/19.
- 1.7 The Directorate has a wide range of income sources, which feed in to its operational budgets and these include ICF grant funding, Welsh Independent Living Grant funding, Delivering Transformation grant funding. It is likely that the proposed increase in fees will affect a small number of service users i.e. those who currently receive services which cost less than their assessed weekly charge or those who receive only preventative services which are charged as a weekly flat rate charge. It will, however, increase the amount of income that can be recharged for joint funded packages of care e.g. those funded between Social Services and the Health Board.

- 1.8** The Social Services and Well-Being (Wales) Act 2014 cautions against the imposition of charges which may deter people from agreeing to the provision of services. In addition, the Act seeks to encourage the use of preventative services, and any charges would need to take this consideration into account.
- 1.9** As part of the Council's Reshaping Services Programme, members will be aware that wider income opportunities are being actively pursued across the Council as a way of generating revenue at a time when the Council's budget is under significant pressure.
- 1.10** Cabinet approved the Income Generation and Commercial Opportunities Strategy in October 2017, which set out a framework for considering existing and new income streams. In reviewing the charges for the Social Services Directorate, the following objectives and policy principles contained within the Income Generation and Commercial Opportunities Strategy have been considered and the following principles relate to the proposals contained in this report:
- The Council will ensure that charging is considered where a legal power exists (or no legal barrier preventing it) to do so;
 - The Council will ensure that debt recovery procedures are followed in line with the Social Services Debt Recovery Policy;
 - The Council will ensure that any impact on demand is used to consider the level at which fees and charges are set when introducing or modifying fees and charges;
 - The Council will ensure that actions taken with regards to income generation and commercial opportunities are consistent with corporate strategies. These include the well-being outcomes, objectives and overall vision and values of the Council as set out in the Corporate Plan, the Council's Medium Term Financial Plan and in the delivery of the Reshaping Services Programme, as well as other corporate planning documents.
- 1.11** To ensure that current costs reflect inflation (2.3% [CPI] for November 2018) and other demands such as wage awards, it is proposed to uplift the service fees by the amounts shown on the attached appendix.

2. Key Issues for Consideration

- 2.1** The proposed charges for internal day services for 2019/20 are set out in Appendix 1, which ensure that charges are reflective of inflationary pressures.
- 2.2** From 1st October 2018, services users requiring telecare services have the monitoring element of this service funded by Supporting People. As a result, there are no changes to the current charges being proposed. Appendix 2 shows the current charges for telecare services, split between monitoring and rental costs.
- 2.3** A review of telecare services and how they are funded is currently underway. From 2019/20 the monitoring costs and the maintenance costs have to be shown separately (Appendix 2). This is because new customers to the service after

1st October 2018 will be assessed and, where they meet eligibility criteria, the monitoring element of the cost can be funded by Supporting People grant. Existing customers have already been contacted to advise them that they will receive supporting people grant for the monitoring element of their charge.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** The Council has a duty to show how it is working to deliver against the Well-being of Future Generations Act and its Five Ways of Working. We have set our corporate well-being objectives in order to maximise our contribution to the Act, and its seven national goals. Alongside our corporate well-being objectives, we have also made a commitment to work in partnership to deliver the [Vale of Glamorgan Public Services Board](#) well-being objectives set out in its [Well-being Plan](#).
- 3.2** The proposals contained in this report are reflective of the long term needs of the Vale of Glamorgan by ensuring that services are sustainable by operating on a cost recovery basis.
- 3.3** The proposals aim to ensure beneficial impacts are evidenced across economic, environmental, social and cultural wellbeing by ensuring that key Council services can continue to operate in times of austerity.

4. Resources and Legal Considerations

Financial

- 4.1** As part of the Council's Reshaping Services Programme, Scrutiny will be aware that income opportunities are being actively pursued as a way of generating revenue at a time when the Council's budget is under significant pressure.
- 4.2** As such, the fee increases outlined in this report assist in reducing the budgetary pressures within the Directorate.

Employment

- 4.3** There are no employment implications in this report.

Legal (Including Equalities)

- 4.4** Under the Act, relevant regulations and the Code of Practice Part 4/5, the Council is permitted to charge for some social care services which it provides in accordance with its legal obligations.
- 4.5** The Well-being of Future Generations Act has put in place Five Ways of Working that we must work towards to achieve a more equal Wales of cohesive

communities with a vibrant culture and Welsh language. This builds on a legislative framework of the Equalities Act 2010, and its protected characteristics, the Public Sector Equality Duty, Specific Duties for Wales and the Welsh Language Measure 2011.

5. Background Papers

Vale of Glamorgan Income Generation and Commercial Opportunities Strategy
https://www.valeofglamorgan.gov.uk/Documents/_Committee%20Reports/Cabinet/2017/17-10-23/Appendices/Income-Generation-Commercial-Opportunities-Strategy-2017-2020-Appendix-A.pdf

Appendix 2
TELECARE - SERVICE CHARGES

Where applicable, VAT will be charged at the current rate

Description	Comments	2018/19	2019/20
VCAS Rental and Monitoring	Per week	£ 4.25	Now split below
VCAS Monitoring	Per week	Previously combined charge	£ 1.24
VCAS Rental	Per week	Previously combined charge	£ 3.01
TELE V Rental and Monitoring	Per week	£ 5.25	Now split below
TELE V Monitoring	Per week	Previously combined charge	£ 1.24
TELE V Rental	Per week	Previously combined charge	£ 4.01
TELE V Installation	One off	£ 59.50	£ 59.50
TELE V+ Rental and Monitoring	Per week	£ 8.77	Now split below
TELE V+ Monitoring	Per week	Previously combined charge	£ 1.24
TELE V+ Rental	Per week	Previously combined charge	£ 7.53

For 2019/20 rental and monitoring costs are now shown separately.

Clients may be eligible for the £1.24 monitoring cost to be funded by Supporting People Grant.