FAIRER CONTRIBUTIONS POLICY

For Non-Residential Care and Support and Personal Budgets

(Agreed at Cabinet)

11/07/2017

Adult Social Fairer Contribution Policy. The policy sets out the framework for assessing a contribution for a service user assessed as eligible for services under Section 9 to 13 of the Care Act 2014; Services provided in the form of a Personal Budget via directly purchased or Council provided services or a Direct Payment.
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1 DEFINITIONS

**Personal Budget** – the amount of money the local authority has agreed it will cost to fund the support to meet the outcomes in the approved support plan.

**Direct Payment** – the part of a Personal Budget that is a cash payment made to an individual, so that they can arrange their own services to meet their social care needs.

**Carer** - A carer is someone who (without payment), provides regular and substantial help and support to someone that could not manage without their help. The person requiring help may be a partner, child, relative, friend or neighbour - who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

**Maximum Chargeable income** - The maximum contribution a person will be required to make.

2 LEGISALTATIVE FRAMEWORK

2.1 The London Borough of Waltham Forest Fairer Contribution Policy is set in line with the following statutory and regulatory context:

2.2 Sections 14-17 and 69-70 of the Care Act 2014 which sets out a single legal framework for charging users and carers for their care and support. This section of the Act covers the legislation for charging those in residential care and individuals receiving care and support provided in the community.

2.3 A local authority has the discretion to choose whether or not to charge service users and carer’s under section 14 of the Care Act 2014 following a person’s needs assessment or a carer’s support need. Where a Council does charge it must follow the Care and Support (Charging and Assessment of Resources) Regulations 2014 and have regard to the Care and Support Statutory Guidance 2014.

Regulation

Guidance

3 PRINCIPLES OF CHARGING

3.1 The London Borough of Waltham Forest’s Fairer Contributions Policy is set in accordance with the following principles:
3.1.1 Residents receive a Personal Budget for their social care based on their assessed needs. The contribution is based on the care and support services received or the residents Personal Budget equivalent.

3.1.2 The contribution takes into account the resident’s ability to pay; contributions are calculated in a fair and equitable way and comply with the Government’s guidelines.

3.1.3 The financial assessment includes a check to ensure residents are receiving all the benefits to which they are entitled.

3.1.4 Residents whose income is below the minimum income guaranteed amount for their age set by the Department of Works and Pension, plus 25%, are not expected to make a contribution to their care and support services.

3.1.5 Residents whose savings (capital) is less than the minimum capital limit as set by the Care Act 2014 are not expected to make a contribution from these savings.

3.1.6 Those with savings above the capital threshold (currently £23,250) in need of care and support in the community can request that the Council supports them in procuring these services. This support is subject to an administration charge.


3.1.7 All residents assessed to contribute towards their care and support cost will be required to pay 100% of the assessed financial contribution.

3.1.8 The assessed income, savings, pensions, capital and allowance rates will be reviewed annually in line with government guidance and benefit changes.

3.1.9 A schedule of costs for Council provided and managed services will be published regularly and reviewed annually.

4. OPERATION OF THE POLICY

4.1 The London Borough of Waltham Forest’s Fairer Contributions Policy is operated as follows:

4.1.1 Residents receive a Personal Budget for their social care based upon their assessed needs. This is called the Gross Indicative Budget.

4.1.2 Residents are expected to complete a Fairer Contributions Financial Assessment before their Personal Budget is approved or as soon thereafter. As set out in the Care and Support Statutory Guidance the Council can undertake a ‘light touch’ assessment where on the basis of evidence provided the:
a) Resident has significant financial resources, and does not wish to undergo a full financial assessment. In this circumstance the resident will be charged the full cost of the service being provided;

b) Where the local authority charges a small or nominal amount for a particular service which a resident is able to meet the cost and resident is left with the relevant minimum income left;

c) When the resident is in receipt of benefits which demonstrate that they would not be able to contribute towards their care and support costs. This might include income from Jobseeker’s Allowance.

4.1.3 Where a contribution is due, the Council deducts it from the Personal Budget to produce a net budget.

4.1.4 Where the resident chooses to receive in all or in part their Personal Budget in a form of a cash budget (Direct Payment), the contribution will be deducted before the Direct Payment is made. Where the contribution is more than the cash element of the Personal Budget, residents are invoiced for the balance.

4.1.5 All residents who are assessed to make a financial contribution must pay the amount required. If a resident does not pay the assessed contribution, the London Borough of Waltham Forest debt recovery procedures apply.

4.1.6 All residents are provided with written notification setting out how their contribution has been calculated. Residents have the ability to ask for the calculation to be reviewed.

5. COMMENCEMENT OF CONTRIBUTIONS

5.1 Contributions are due from the following Monday of the resident being notified of the assessed financial contribution.

5.2 Contributions are re-assessed annually or where there is change in the residents care and support plan or financial circumstances. Any change in the contribution is applicable from the Monday following the re-assessment.

6 SERVICES NOT COVERED BY THE FAIRER CONTRIBUTION POLICY

6.1 The Local Authority must not charge for the following types of care and support which must be arranged free, namely;

- After Care Services under s117 Mental Health Act, 1983
- Intermediate Care Services (including reablement services) for a maximum of 6 weeks
- The process for the assessment of needs and care planning
• Community equipment (aids and minor adaptations) which must be provided free of charge (a minor adaptation is one costing £1,000 or less)
• Any service or part of service which the NHS is under a duty to provide, which includes Continuing Health care and the NHS contribution or Registered Nursing Care
• Provision of information, advice and guidance
• Care and support provided to people suffering from Creuzfeldt Jacob Disease (CJD)
• Any services which a local authority is under a duty to provide through other legislation may not be charged for under the Care Act 2014

6.2 The local authority has applied its discretion not to charge for the following services:
• Services provided directly to the carer in their own right. Respite for the ‘cared’ for is chargeable.
• Advocacy and Outreach

7. SERVICES COVERED BY THE FAIRER CONTRIBUTIONS POLICY

7.1 Services subject to a financial assessment

All the services below are covered by this policy, except where it is a flat rate charge the resident’s contribution is determined by a means-tested financial assessment:

• Homecare Support (Personal Care) and Domiciliary Care (Practical support and domestic services)
• Supported Living & services provided by Supporting People (Personal care and Housing related Support not covered by Housing Benefit)
• Shared Lives
• Day care (excluding Service Users where day-care is provided as part of their residential care package)
• Transport provided by the Council or as part of their care package
• Services provided via an Direct Payment

7.2 A flat rate contribution will apply for the following services:

• Meals in a day centre
• Telecare service
• One off services (for example, intensive house cleaning)
• Administration fee of £150.00 to procure care and support services (This only applies to self-funders with savings of £23,250 or more)
The minimum standard contribution for those in bed based respite placement. The rates that apply from April 2017 are:

<table>
<thead>
<tr>
<th>Age Band</th>
<th>Weekly contribution in respite care</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 24 Years old</td>
<td>£65.55</td>
</tr>
<tr>
<td>25 to Pension Credit Age</td>
<td>£81.50</td>
</tr>
<tr>
<td>Pension Credit age</td>
<td>£134.45</td>
</tr>
</tbody>
</table>

Note: These rates are subject to annual uplift in line with Government guidelines.

8. **THE FINANCIAL ASSESSMENT PROCESS**

8.1 The resident’s financial circumstances will be considered at the time of the assessment of need. Each resident will be required to have a means-tested financial assessment based on their income and expenditure in order to assess their ability to contribute towards the costs of their care and support services.

8.2 The Council will complete a financial assessment for all residents unless:

   a  A light touch assessment applies; or

   b  They are in receipt of a flat rate service only.- a flat rate contribution will apply

8.3 A financial assessment will be undertaken at the earliest opportunity after the initial needs assessment and approved Personal Budget.

8.4 A financial assessment form will be given to the resident or one will be sent with a letter outlining what financial information is required to complete the financial assessment.

8.5 Where required the resident will be visited at home and a full benefits check, advice and practical support to apply for benefits they may be entitled to is provided. Basic signposting is offered to self-funders.

8.6 Where the individual has capital over the maximum amount, currently £23,250, they can disclose that their capital is over the limit without disclosing further information. In these circumstances the contribution will be based upon the cost of the care and support service.

8.7 A non-disclosure assessment will be applied where a resident assessed with eligible needs:

   • Refuses to complete a financial assessment; or

   • Fails to keep two pre-arranged meetings organised for the purpose of obtaining the necessary information for a financial assessment or review; or

   • Fails to provide proof of income, expenditure or assets within 7 working days of the request from the Council.
8.8 However in cases where the individual lacks capacity or is unable to provide the financial information, the Council may use their discretion to apply a provisional contribution until a full financial assessment can be completed and a retrospective contribution applied.

9. REPRESENTATION

9.1 A resident can give consent for someone else to represent them in managing their financial affairs.

10. CAPACITY AND CLIENT FINANCIAL SERVICES

10.1 Where it is identified that the resident does not have capacity and there is no legal representative, the financial assessment should not be completed with the resident. A referral should be made to Client Financial Services.

11. CONTRIBUTION CALCULATION

11.1 The maximum contribution per week is calculated using financial information received from the resident and other information available to the Council. The calculation will take account of all relevant income and capital.

11.2 When the Council assesses a resident’s ability to pay a contribution towards the cost of their care and support, it will ensure that the resident maintains a portion of their income that is at least equivalent to their Minimum Income Guarantee (according to their age) plus an additional 25% of this amount, as a buffer.

11.3 The calculation:

- Adds together all the actual income and capital (savings)
- Less the Minimum Income Guarantee (MIG) plus 25%
- Less allowable expenditure and disregards
- This leaves the total income available as the financial contribution.

The illustration below demonstrates the contribution of a 53 year old resident with assessed eligible needs in receipt of a disability related benefit and capital over £14,250:

<table>
<thead>
<tr>
<th>Methodology</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>The eligible income, including any capital (savings and assets) above the minimum capital threshold.</td>
<td>£210.00 p/wk.</td>
</tr>
<tr>
<td><strong>Less</strong></td>
<td></td>
</tr>
<tr>
<td>The minimum income guarantee (according to the age) + 25%</td>
<td>£162.94 p/wk.</td>
</tr>
<tr>
<td><strong>Less</strong></td>
<td></td>
</tr>
<tr>
<td>Essential Expenditure (including Disability Related Expenditure)</td>
<td>£20.00 p/wk.</td>
</tr>
</tbody>
</table>
11.4 Any calculated contribution below £2.00 per week will be waived.

11.5 Where one person in the household has a service the financial assessment will only be based on the service user's income, capital and savings. Where any income, expenditure, capital or savings are identified as joint, they will be halved for assessment purposes only. The service user will be assumed to hold 50% of any joint capital/savings unless it can be reasonably demonstrated that the asset belongs to one individual.

12. **TREATMENT OF INCOME**

12.1 Income to be included fully or partially excluded when undertaking the financial assessment is set out in the Care and Support Guidance Annex C: Treatment of Income.

12.2 When undertaking the financial assessment only the residents income will be assessed towards making a contribution including:

- Any money received from benefits such as Pension Credit, Income Universal Credit, Attendance Allowance, Personal Independence Payment (daily living component), Disability Living allowance (care component)

- Any money from private pensions, annuity income or other regular income from investments

- Any other income such as, rental income from property, maintenance allowance etc

12.3 Some income is wholly or partially excluded. Examples are shown; this is not an exhaustive list:

- Mobility component of Disability Living Allowance and the Mobility component of Personal Independence Payment

- Night component of the Disability related benefit where the Council is not providing the night support

- Working Child tax Credit/Child Benefit

- War Pensions - £10 disregard

- Earnings from Employment

13. **TREATMENT OF CAPITAL**

13.1 Capital is defined in the Care and Support Statutory Guidance, Annex B: Treatment of Capital.
Only capital deemed to be that of the resident will be used in the assessment unless the Council is satisfied that the resident has intentionally deprived themselves of a capital asset in order to reduce their contribution. The level of capital that is taken into account within the financial assessment is shown in the table below:

<table>
<thead>
<tr>
<th>Capital</th>
<th>Taken into account</th>
<th>Disregarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over £23,250</td>
<td>Contributes fully to their care and support</td>
<td>None</td>
</tr>
<tr>
<td>Over £14,250 and up to £23,250</td>
<td>Will attract a tariff income of £1 per week for each £250 (or part of £250) which will be included as income in the financial assessment</td>
<td>None</td>
</tr>
<tr>
<td>Under £14,250</td>
<td>None</td>
<td>Fully</td>
</tr>
</tbody>
</table>

13.2 Capital includes, but is not limited to:

- Any savings account, Building society, bank deposit, Post office Savings bank, National savings etc. Investments, stocks, shares, unit trust, TESSAs, PEPs, ISAs, premium bonds etc.

- The value of investment in property, building and land other than that occupied by the resident.

- Any capital held for the person who uses service's held on their behalf by another party, Court of Protection, spouse/partner.

- Any element of compensation payment awarded specifically for the costs of providing on-going aftercare.

14. DEPRIVATION OF ASSETS

14.1 This is covered in the Care and Support Statutory Guidance Annex E: Deprivation of Assets.

In accordance with the guidance, where the Council feels that a resident have deprived them self of income or a capital asset in order to reduce their contribution to their care and support services, the Council may treat the resident as possessing the income or capital asset known as ‘notional income or capital’, and take it into account when assessing the resident’s financial contribution.

14.2 It is up to the resident to prove that they do not have access to the resource however Council will look at the circumstances when determining whether the resident intended to deprive themselves of the income or capital asset, before the notional income or capital asset is applied.

14.3 Where the capital asset has been transferred to a third party to avoid the charge, the third party is liable to pay the local authority the difference between what it would have charged and did charge the person receiving care.
15 ALLOWABLE EXPENDITURE AND DISREGARDS

15.1 Allowable expenditure is money that is deducted when assessing how much available income the resident has to contribute towards their care and support.

15.2 Disability Related Expenditure (Appendix 1)
Where disability-related benefits are taken into account when assessing how much the resident is to contribute, the resident should be allowed to keep enough benefit to pay for necessary disability-related expenditure to meet any needs which are not being met by the local authority.

15.2.1 The London Borough of Waltham Forest disregards up to £20 per week from the total gross income. Amounts over £20 may apply in exceptional circumstances, and will be decided on case by case basis.

15.3 Housing Costs
Housing related costs will be considered as allowable expenditure where the resident is not receiving related benefits to cover the costs and the expenditure is unavoidable. This includes:

   a) Rent (less Housing Benefit received)
   b) Council tax (less Council Tax benefit received)
   c) Mortgage payments (including endowment/life assurance premiums)
   d) Ground rent and service charges

15.4 Other allowable “unavoidable” costs include items such child maintenance and payments made under a court order.

16. CHANGE OF CIRCUMSTANCES

16.1 If a resident’s financial circumstance changes, they must advise the Financial Assessment Charging Team as soon as possible, as this may affect their assessed contribution. Changes, which should be notified, include:

   a) Receipt of a new benefit or changes to benefits.
   b) Changes to income or allowable expenditure
   c) If the resident’s capital or savings crosses one of the capital thresholds
   d) Changes to living arrangements (e.g. the resident or their partner moves to a care home, the resident moves to another residence or the number of people in the resident’s household changes)

16.2 After a resident has told the Financial Assessment Charging Team about changes in their financial circumstances or a review is made, a new financial assessment will be completed using the new information that is provided. If the revised assessment results in an increase or decrease in the weekly contribution, it will be backdated to when the residents circumstances changed and the resident will be notified of the revised contribution.
16.3 All contributions will be reviewed each financial year to take into account increases to state benefits and service costs. Estimated assessments will be completed based on inflationary uplifts (e.g. private pension) and the resident will be asked to confirm whether the estimate is incorrect. If no confirmation is received, the estimated charge will be applied.

17. REVIEW & APPEALS PROCESS

17.1 All residents have the right to request a review of the financial assessment and/or right of appeal against the decision if they do not agree with level of contribution that has been assessed. The resident can ask for a review if:

- They believe there has been a mistake in the assessment
- The assessment has not taken in full account of their circumstance
- They feel that the assessment is unfair or risk of causing financial hardship.

17.2 When a request for review is received the following process will be followed if the client is resident remains unhappy with the outcome of the decision:

- First review by the Financial Assessment Officer to be completed in 7 working days
- Second review by the Income and Charging Manager/ Deputy to be completed in 10 working days
- Resident submits an appeal against the Income and Charging Manager/ Deputy decision.
- Appeal reviewed by the Assistant Director in Social Care to completed in 10 working days.

17.3 If the resident is not satisfied with the outcome of the appeal and wishes to make a complaint they may write to the Complaints Officer. Information regarding the Complaints Procedure can be accessed via the Councils Website http://www.walthamforest.gov.uk

18. DISCRETIONARY DECISIONS

18.1 Where a resident feels that they cannot afford to pay their assessed contribution (and the assessment calculation is agreed to be correct under the policy), they may apply to the Council to request consideration to waive part or all of their assessed contribution.

18.2 A waiver is a request to set aside the assessed contribution for a fixed period prior to any invoices being raised. A waiver will only be issued in exceptional circumstances. Examples of reasons to issue a waiver may include (this is not an exhaustive list):

a) Where a resident is experiencing trauma (e.g. bereavement of a close relative or family breakdown and where their financial or other circumstances are temporarily unstable);
b) Where a resident is in severe financial difficulty and to incur a further debt would have a detrimental impact on them;

19. FURTHER INFORMATION

19.1 Individuals can continue to access advice from voluntary organisations such as the Citizens Advice Bureau and other voluntary groups

20. REVIEWING THE POLICY

20.1 This policy document will be reviewed annually prior to the commencement of each new financial year. Annual review will ensure all rates and amounts are consistent with inflation or other relevant changes, which may occur (e.g. changes to benefit rates).
APPENDIX 1

DISABILITY-RELATED EXPENDITURE

The Care and Support Statutory Guidance (Updated February 2017) states:

‘Where disability-related benefits are taken into account, the local authority should make an assessment and allow the person to keep enough benefit to pay for necessary disability-related expenditure to meet any needs which are not being met by the local authority’

The Guidance sets out areas of spend the Council should consider when making their assessment. The following are recommended allowances for the items identified and in addition shows reasonable evidence requirements.

Fuel Cost
Fuel figures in the table below will be adjusted annually by the increase or decrease declared on the Retail Price Index effected in April each year.

<table>
<thead>
<tr>
<th>Item</th>
<th>Property type</th>
<th>RPI fuel index 11/2015</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. All Fuel</td>
<td>Single in flat / terraced</td>
<td>£1,143</td>
<td>Last four bills / receipts for all types of fuel</td>
</tr>
<tr>
<td></td>
<td>Couple in flat / terraced</td>
<td>£1,508</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Single in semi-detached</td>
<td>£1,214</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Couple in semi-detached</td>
<td>£1,600</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Single in detached</td>
<td>£1,477</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Couple in detached</td>
<td>£1,947</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Community Alarm System</td>
<td>Actual costs unless included in Housing Benefit or Supported People Grant.</td>
<td>Bills from provider</td>
</tr>
</tbody>
</table>

Notes - consideration to be given to additional householder contributing to household costs.

- Evidence of bills to be provided within 28 days of request, if not received within the timescale the allowance will apply from the date that the evidence is provided.
- Acceptable evidence includes a bank statement showing direct debit, pay as you go receipts
- Difference between actual and above divided by 52.
- Winter Fuel and Cold Weather Payments should not be taken into account
- Allowances to be increased each year by RPI.
- The amount will be reduced by any concessionary fuel or payment for ex-miners.

Other Disability Related Expenses

Note: - for these items the Authority will not make an allowance where payment is made to immediate members of the family
<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Laundry/Washing Powder.</td>
<td>£3.61 per week. This will <strong>not</strong> apply if LBWF is providing the service.</td>
<td>The Care Plan will have identified an incontinence problem. Identify more than 4 loads per week.</td>
</tr>
<tr>
<td>4. Bedding.</td>
<td>Covered by NHS Incontinence Service</td>
<td>Refer to section on continence aids.</td>
</tr>
<tr>
<td>5. Dietary</td>
<td>Discretionary as special dietary needs may not be more expensive than normal.</td>
<td>Details of special purchases.</td>
</tr>
<tr>
<td>6. Clothing</td>
<td>Discretionary depending on an individual's circumstances.</td>
<td>Reference within the Care Plan to abnormal wear and tear of clothing.</td>
</tr>
</tbody>
</table>

Note: - Clothing allowance is available with War Disablement Pension, which recognises extra wear and tear caused through incontinence and the use of an artificial limb.

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Water</td>
<td>Excess Costs, only where metered supplies, over normal consumption</td>
<td>Bills.</td>
</tr>
<tr>
<td>8. Gardening</td>
<td>Discretionary/reasonable based on individual costs of garden maintenance up to a maximum of £25 per week.</td>
<td>As for Private Care Home</td>
</tr>
<tr>
<td>9. Wheelchair</td>
<td>£3.75 per week manual £9.12 per week powered <strong>No</strong> allowance if provided free of charge</td>
<td>Evidence of purchase.</td>
</tr>
<tr>
<td>10. Powered bed</td>
<td>Actual cost divided by 500 (10 yr. life) up to a maximum of £4.20 per week.</td>
<td>Evidence of purchase available.</td>
</tr>
<tr>
<td>11. Turning Bed</td>
<td>Actual cost divided by 500 (10 yr. life) up to a maximum of £7.27 per week.</td>
<td>Evidence of purchase available.</td>
</tr>
<tr>
<td>12. Powered reclining chair</td>
<td>Actual cost divided by 500 (10 yr. life) up to a maximum of £3.30 per week.</td>
<td>Evidence of purchase available.</td>
</tr>
<tr>
<td>13. Stair-lift</td>
<td>Actual cost divided by 500 (10 yr. life) up to a maximum of £5.88 per week.</td>
<td>Evidence of purchase without DFG input.</td>
</tr>
<tr>
<td>14. Hoist</td>
<td>Actual cost divided by 500 (10 yr. life) up to a maximum of £2.88 per week.</td>
<td>Evidence of purchase without DFG input.</td>
</tr>
<tr>
<td>16. Prescription Charges</td>
<td>Cost of an annual season ticket divided by 52 or actual cost of prescription, whichever is less</td>
<td>For those not eligible for free prescriptions</td>
</tr>
<tr>
<td>17. Transport</td>
<td>Discretionary based on costs that are greater than those incurred by an able bodied person.</td>
<td>Evidence in the Care Plan for the need for specialist transport.</td>
</tr>
</tbody>
</table>
Note: - Mobility Allowance cannot be included in the normal financial assessment as an income but the statutory guidance states that transport costs should be allowed necessitated by illness or disability, including costs of transport to Day Centres, over and above the mobility component of DLA if in payment and available for these costs. This implies that transport costs do not need to be allowed if Mobility Allowance is considered available to meet such costs.

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>18. Communication</td>
<td>Discretionary based on costs that would not usually be incurred.</td>
<td>Bills.</td>
</tr>
</tbody>
</table>

Note: - communication, e.g. telephone or internet access is often a normal part of everyday living and therefore evidence will be necessary to confirm that the cost is disability related.

**Dietary Costs and Continence Aids**

**Dietary Costs**
Medical conditions/disabilities that might result in the Service User incurring additional costs for special diets Some people may have been referred to specialist dieticians via Consultants, GP’s or Community Nurses, and may be able to provide information. Examples may include:
- diabetics
- weight reducing diets
- Need to be fed by someone else.
- people with a heart condition.
- people recovering from strokes.
- people with a physical disability that requires food to be blended or chopped to enable them to feed themselves.
- people with a food allergy or intolerance to certain foods.
- people with anaemia who might need to increase the amount of red meat into their diet.

**Continence Aids**
Contact the Continence Advisor in Waltham Forest the Health Authority.