

Benchmarking Income & Charging	Surrey	LA 1	LA 2	LA 3	LA 4	LA 5	LA 6	LA 7	LA 8	LA 9	LA 10	LA 11	LA 12	LA 13	LA 14	LA 15	Summary	
Homecare																		
Upper capital limit	£24,500	£23,250	£23,250	£23,250	£23,250	£23,250	£23,250	£23,250	£30,000	£23,250	£23,250	£23,250	£23,250	£23,250	£23,250	£23,250	£23,250	13 out of 15 use £23,250 CRAG. Gap reducing between SCC's CRAG limit. No long-term benefit in charging.
Maximum weekly charge	Full cost	Capped at usual res or nurse fee	Capped at usual res or nurse fee	Capped at usual res or nurse fee	Capped at usual res or nurse fee	Full cost	Capped at usual res or nurse fee	Capped at usual res or nurse fee	Capped at usual res or nurse fee	Full cost	Capped at usual res or nurse fee	Full cost	Full cost	Full cost	Full cost	Full cost	Full cost	7 out of 15 comparable. No loss of income.
In-house hrly rate	£21.66	£14.20	see appendix A	£16.88	£14.80	£14.10, £20.10 after 6pm & £24.50 weekend	£16.58	£14.41	£13.52	NA - in-house provide in addition only (line up to 3wks), then to PAV factor	£9.66 (consulting to raise to actual £16.45)	£15, £10 half hr	£12.04		£14.48	£8.60 (increasing to £13)	SCC has highest hrly rate, except some CLAs charge more for unreasonable hrs, after 6pm + weekends. Majority of CLAs are including in-house provision. No income loss.	
% charge on available income	80%	100%	100%	75%	95%	50% (100% wef 10/11)	100%	100%	90%	85%	100%	100%	100%	100%	100%	100%	100%	Previously identified area as an opportunity for increase to income.
Approach to DRE	£20 min	£28 min	Actual	Actual	Actual	Actual	Actual	Actual	Actual	£21 min	Actual	25% of AACLA dispensed to cover DRE	Actual	Actual	Actual	Actual	Actual	Actual. Must be agreed by TM if over £50w.
Tariff income	Bank rates	CRAG	CRAG	CRAG	CRAG	CRAG	CRAG	DWP	CRAG	CRAG	CRAG	CRAG	CRAG	CRAG	CRAG	CRAG	CRAG	Previously identified area as an opportunity for increase to income.
Include night element of higher rate AA/DLA when providing night-time care	No	No	Yes	Yes	No	Yes	No	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	10 out of 15 charge against the night rate. Need volume of night time care provision to calculate income opportunity (max £23.60 per care).
Average no of wks to complete financial assessment	4 - 6 wks			0-2wks			2-4wks	0-2wks.			Charged full cost from day 1. Backdated once assessed.		Charged full cost from day 1. Backdated once assessed.	Charged full cost from day 1. Backdated once assessed.	0-10 days			Adjustment of average contribution depending on client group on day 1 - backdated once assessed.
Direct Payments (net of gross)	Gross	Net	Net	Net	Net	Net	Net	Net	Net	Net	Net	Net	Net	Net	Net	Net	Net	The only LA out of 15 to go gross. All CLAs pay net by default. Impact on debt rather than income.
Charge for carers services	No	No	No	No	No	No	No	No	No	No	No	No	Yes	No	No	No	No	Issue - when is a service a carers service? CLAs view: if service is person centred care provided to the disabled person - replicates care usually provided by the carer such as respite or home care, they charge the user. Only services provided direct to the carer such as shopping, leisure or educational courses etc are carers services. PAVs receive respite and home care provided as a carers service.
Day care																		
Attendance:																		
OP	£14.49	£30.70	£1.48	£38.40	Nil	£28.20	£2.20 flat rate	£16.64 (inc to £36.80)	£8.80	Nil	£5.55 (inc to £25)	Nil	£4.60	£30.00	£21	£20	£20	Age variations - Nil to £90 per day
PLD	£19.22 - £65.25	£30.70 - £60.80	£3.57	£38.40	Nil	£28.20	£2.20 flat rate	£16.64 (inc to £36.80)	£8.80	Nil	£5.55 (inc to £25)	Nil	£4.60	£30.00	£21	£20	£20	
PD	£26.35	£30.70	£3.57	£38.40	Nil	£28.20	£2.20 flat rate	£16.64 (inc to £36.80)	£8.80	Nil	£5.55 (inc to £25)	Nil	£4.60	£30.00	£21	£20	£20	
Meals	£1.97	£2.40	£1.53	£2.83		£3.50		Varies per centre actual cost	£3.40		£4	£4	£2.59	£3.00	£3.45	£3.20	£3.20	Unclear whether charges are collected at point of use in SCC. Current charge is low in comparison.
Transport	part of package		0.82 e/w flat rate	£2 Fin assess		£3 Fin assess	£1.20 e/w flat rate	Free	£1.18 e/w flat rate	Nil	£1.33 e/w flat rate (inc to £9 e/w FC)	£2.50 e/w FC or £4.10 flat rate - 50p over mile 4 foot assessed need	£4.08 Flat rate	£1 e/w flat rate	£1.30 e/w flat rate	Nil - under review	Nil - under review	7 charge flat rate. SCC's policy not clear. Theme that most LAs are reviewing and looking to change actual cost, some using mileage zones, subject to FA under FC policy.
Supported living & Extra care housing			Pay per hr received				See comment	Pay per hr received		£0H - w/ei being shared - actual cost split across residents. Additional care charged at £25ph. SL - actual hours of care.				Per hr rec'd	Rent then per hr rec'd	Rent then per hr rec'd	Rent then per hr rec'd	Most CLAs are as unclear as to are actual charging for SL & ECH. Rental element charged and 1-2-1 care hrs, but by subsidising costs are subsidised by majority.
Assessment & reablement	Free up to 6wks	No reablement services at present. All charged from day 1	2 wks free then chargeable	Up to 6 wks. If still there after 4wks, financial assessment completed - all charged from wk 7	Free up to 6wks	Free up to 6wks	Free up to 6wks	Free up to 6wks. As service is max charge and backdate to charge all day of ongoing need.	Free up to 6wks. Review each wk to ensure no overage/provision of free care	3wks	Phasing it in 20/11/11. Minimal free provision to date	Varies upon need and assessment. Some free for up to 6 wks and some charged from day 1, max £47.10pe for up to 6wks, then 2-6wks	Up to 6wks. Potential free provision if not properly assessed.	Free up to 6wks. Review each wk.	Charged from day 1 at £14.48ph	Free up to 6wks	Free up to 6wks	Actual no's of reablement provision not recorded with any LA, with exception of Surrey. Effect: 2 CLAs are yet to introduce a 2 CLAs charge for all reablement & 2 charged after 6wks. General theme is that of constant review to ensure minimal free provision.
Telecare/community alarm	Districts/Boroughs & SP	£4	£5	£4			£5	Free		Districts/Boroughs	£4.76	£4.15		Yes ETBC				Telephone income to LAs as opposed to boroughs/districts
Equipment & Adaptations	NAI over 5 yrs							FC if repaid	Use DFG in assessment. Top-ups are free as already assessed		Partnership with Boroughs + PCTs. All go through DFG or FC financial assessment	Limited top-ups. Applicants must demonstrate considerable hardship if finance sought via all other channels		£300 minimum contribution if savings £3k+			FC if repaid	Limited provision of top-ups over DFG's and challenging charging policies. Partnership working and DFG FA used for entire sum. Where a top-up is given, it is funded by capital user has over £5k by 1LA. Others have to show hardship.
Other income		Community laundry £8.70 per load	Community laundry service	Blue badge income posted to ASC			Blue badge income posted to ASC	Blue badge income posted to ASC	Blue badge income posted to ASC	Charge CLAs for OOC placement assessments. £10, review £100 as per minor authority knock knock process. Blue badge posted to ASC	Blue badge posted to ASC	Offer full cost transport for those without assessed need			Blue badge	Blue badge	Examples: laundry service provision, blue badge posted to ASC, transport offered and charged to full costers without assessed need	
Respite policy	CRAG with household expenses + £20 allowance	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	FC policy	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	CRAG with household expenses	13 use CRAG, 1 flat rate. No CLAs give a further £20 allowance. Are we charging for all respite?
Residential and nursing policy	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	No variation	Comparable to all 15 in PSEX table. All LAs must use CRAG, no need for discretion. Low income arises through retrospective assessments in PAV's. PAV's income benefit claim in the PAV without subsequent verification of actual award. This would be topped up with assets and support with health claims. Delays in assessments lead to debt rather than loss of income.