

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

- 1. Is there a timeframe for which individual managing their care through Direct Payments (DP) must wait before they are able to change to a system where the Local Authority is managing their care package on their behalf? If so, what is this timeframe?**

No, there is no timeframe, it would merely be a case of us needing to find and provide the appropriate support. In emergency situations, we would do this immediately.

- 2. Is there a support service available for people who have Personal Assistants (PAs) that are employed directly by the individual to:**
 - recruit PAs?
 - train PAs?
 - recruit replacement PAs?
 - train replacement PAs?
 - run payroll?
 - find replacement PAs at times of emergency?

We have a contract with an external provider (Enham) for the provision of a Direct Payments Support Service. The contract encompasses all of the above; and all persons in receipt of adult social care Direct Payments can access these elements of the Direct Payments Support Service?

- 3. Presuming zero income, what is your Local Authority's means-tested threshold before people are required to make a personal contribution to their care costs?**

In the event that a person has zero income, then the only situation where there would be a charge is if their savings were above the capital limit. Leicester uses the same level as the CRAG (Department of Health, Charging for Residential Accommodation Guidance) upper limit of £23,250.

- 4. Presuming zero savings, what is your Local Authority's means-tested threshold before people are required to make a personal contribution to their care costs?**

The income thresholds applied by Leicester City Council are set at 25% above a person's basic income support or pension credit levels.

5. What is your hourly personal contribution charge rate for home care as a:

- **unit cost?**
- **percentage?**

The hourly rate for a 'traditional' package of home care, i.e. one commissioned by Leicester City Council is £11.25. Each service user is subject to a financial assessment. There is a standard charge per hour of care received, up to the service user's weekly maximum charge. This personal maximum will range from no charge, to the adult social care maximum charge, depending on the service user's financial circumstances. The maximum charge per week for people with substantial income or capital is £203.

We are unable to answer your request for expression of our hourly charge rate for home care as a single percentage figure. The hourly rate for home care will vary as a percentage of the overall cost of a care package or when compared to income thresholds. Where a Direct Payments package includes provision for personal and domestic care, Leicester City Council still uses an hourly model and no chargeable percentage of the whole package has been established.

To the extent that we are unable to provide one single percentage figure, this is a Refusal Notice under Section 17.1 of the Freedom of Information Act 2000, because in accordance with Section 1.1 of the Act this information is not held.

6. Does your Local Authority have an advice service for people who receive a care package?

People receiving support from Adults Social Care, whether this is traditional services or a direct payment, can always contact their allocated team for advice and information. Even if they don't have an allocated worker there will be a duty officer who is able to assist. If people need specific support around being an employer using their Direct Payments, then there is support available from Enham with whom we have a contract for the provision of a Direct Payments Support Service. Our contract with Enham specifically includes provision of an advice service to all persons who are in receipt of adult social care Direct Payments from us.

Choosemysupport (<http://www.choosemysupport.org.uk/>: an on-line market place developed in partnership by Leicester City Council and Leicestershire County Council which helps people to buy and sell adult social care products and services) is available to anyone in Leicester who wants information about the services that are available in this area.

Anyone who receives support from us will have brokerage support (either from a specific broker or from their allocated worker) to assist them to

decide how they wish to spend their personal budget in order to meet the needs and outcomes identified in their assessment. The broker can support with identifying what's available and then with negotiating with the provider to provide the service required.

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If you are dissatisfied with the handling of your request please write to:

Head of Information Governance
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: foia@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to Head of Information Governance before contacting the Commissioner.

Yours sincerely

Lynn Wyeth

Head of Information Governance