



# **Appealing against the charges for personal home care, day care and community support**

We have already advised you how much you should pay for the personal home care, day care or community support services that you are getting. This leaflet tells you what to do if

you disagree with the amount that needs to be paid  
or  
you cannot afford the charges at the moment

## **Before you appeal**

You should check that you are getting all your social security benefits.

If you are not sure, you can phone the Welfare Rights and Debt Advice Service, who should be able to work out what benefits you are entitled to. The telephone number is at the end of this leaflet.

## **How do I start an appeal?**

Write down the reasons for your appeal. You need to tell us why you disagree with the amount that needs to be paid or why you cannot afford it at the moment.

You may want to get help writing the letter. This could be from a friend, a member of your family, a social worker, a law centre or another independent advice centre like the Citizens Advice Bureau.

The letter should contain your name and address and if you wish, the name and address of your carer. If possible include details of money coming in each week, how much you need to spend and how much you have left over to live on. You might want to use the attached sheet to help you.

You should also write down anything else which explains why you disagree with the amount that needs to be paid or why you cannot afford it at the moment. For example, you may have spent a lot of money recently because of poor health or because of disability costs. You could include letters from your doctor or other professionals which explain your situation.

Then send your letter with the finance sheet to the Director of Community & Social Services Crompton House, 100 Chorley Road, Swinton M27 6BP. It might be useful if you photocopy the letter so that you have your own copy.

When we get your letter, your payments may be put on hold until a decision has been made. We will contact you to invite you to an Appeals Meeting. At the moment these happen about four times a year.

## **What happens at an Appeals Meeting?**

The meeting will be in an informal place and you can bring someone to help represent you. This could be a friend, a member of your family, your social worker or an independent advocate. Your local Citizens Advice Bureau may be able to help with this.

At the meeting there will normally be a panel of three members of staff from Community & Social Services and an independent person. You will be sent a record of what was said in the meeting.

You or your representative will be asked to say why you feel it would be difficult to pay the charges. The Community & Social Services staff and independent person may ask you some questions about this. They will also have looked at your care plan, how much social security benefits you are getting and so on.

Once you have explained why you cannot afford the charges the people at the meeting will ask you questions and the meeting will end. The Community & Social Services staff and independent person will not make a decision immediately. The chairperson will tell you how long it will be until you get the decision by letter.

You can also ask for someone to phone you and tell you the decision. This is normally a little quicker than waiting for the letter.

A copy of the letter will also be sent to your social worker so that any changes in your payments can be organised.

### **What sort of decisions does the panel make?**

There are three main decisions that the panel will make.

- It may decide not to lower your payments.
- It may decide to lower your payments for some time, to help you through the difficulties you mentioned in your letter and at the meeting.
- It may decide to lower your payments for a longer time.

If your needs or circumstances change, then the appeals panel may need to look again at your payments.

### **What can I do if I am still unhappy with the decision?**

You can write again to the Director of Community & Social Services, explaining why you are unhappy. We will look again at the decision.

**Useful organisations**

**Welfare Rights and Debt Advice Service  
Welfare Rights Advice Line**

Telephone 728 2418

10.00am-12.00noon

Monday, Tuesday, Thursday and Friday

**your local Citizens Advice Bureau**

Telephone 789 1540

10.00-3.00pm for your nearest Bureau

**Princess Royal Trust Carers Centre, Salford**

Telephone 833 0217

This leaflet can be provided on audio tape, braille,  
large print or computer disk.

# YOUR FINANCES

## Name

## Address

## Living situation

Single or Couple *(please circle)*

Children *(How many)*

Ages

## WEEKLY INCOME

£

|                             |  |
|-----------------------------|--|
| Income Support              |  |
| Retirement Pension          |  |
| Occupational Pension        |  |
| Incapacity Benefit          |  |
| Take-home Pay/Sick Pay      |  |
| Working Families Tax Credit |  |
| DLA (Care)                  |  |
| DLA (Mobility)              |  |
| Attendance Allowance        |  |
| Maintenance/Child Support   |  |
| Child Benefit               |  |
| Other (please specify)      |  |
| <b>Total Income</b>         |  |

## SPENDING

Say whether this is weekly (W)  
or monthly (M)

|   | £ | W/M |
|---|---|-----|
| Rent <i>(after Housing Benefit)</i>                               |   |     |
| Mortgage <i>(not paid by DSS)</i>                                 |   |     |
| Other Housing Costs<br><i>(e.g. services, ground rent)</i>        |   |     |
| Loan Secured on your Home   |   |     |
| Council Tax<br><i>(after Council Tax Benefit)</i>                 |   |     |
| Water Charges   |   |     |
| Contents Insurance  |   |     |
| Buildings Insurance   |   |     |
| Life Insurance/Endowment  |   |     |
| Gas   |   |     |
| Electricity   |   |     |
| Telephone   |   |     |
| TV Licence  |   |     |
| TV Rental   |   |     |
| Housekeeping  |   |     |
| Clothing/Shoes  |   |     |
| School Meals  |   |     |
| Laundry   |   |     |
| Travel Costs  |   |     |
| Prescriptions   |   |     |
| Special Costs from Disability<br><i>(please explain overleaf)</i> |   |     |
| Pets  |   |     |
| Other <i>(please specify)</i>                                     |   |     |
| <b>Total spending</b>   |   |     |

## Special Costs - Disability

## Details

## Weekly Cost ?

|   |  |                            |
|---|--|----------------------------|
| <b>Incontinence Needs</b><br>- equipment ( <i>e.g. pads</i> )<br>- laundry ( <i>how many loads a week?</i> )<br>- other   |  |                            |
|   |  | Don't worry about the cost |
|   |  |                            |
| <b>Additional Clothing Costs</b><br>- trousers/shirts<br>- skirts/blouses/dresses<br>- shoes/coats<br>- underwear<br>How many are needed each year?<br>Is any special clothing needed ( <i>why is this?</i> ) |  | Don't worry about the cost |
|   |  |                            |
| <b>Care Costs</b> - <i>tell us what these are</i>   |  |                            |
| <b>Special Activities</b> - <i>tell us about them</i>   |  |                            |
| <b>Special Food/Diet</b> - <i>why do you need this?</i>   |  | Don't worry about the cost |
| <b>Other Costs</b> - <i>tell us what these are</i>  |  |                            |

## Money you owe

| <b>Priority Debts</b>     | <b>Amount Owed</b> | <b>Non-Priority Debts</b> | <b>Amount Owed</b> |
|---------------------------|--------------------|---------------------------|--------------------|
| Rent Arrears              |                    | Water Charge Arrears      |                    |
| Council Tax Arrears       |                    | Unsecured Loan            |                    |
| Gas Arrears               |                    | Catalogues                |                    |
| Electricity Arrears       |                    | Credit Cards              |                    |
| Income Tax/VAT            |                    | Money Lenders             |                    |
| Magistrates Court Arrears |                    | Telephone                 |                    |
| Maintenance               |                    | Store Cards               |                    |
| Secured Loan Arrears      |                    | Bank Overdraft            |                    |
| Other (please specify)    |                    | Other (please specify)    |                    |
| <b>Total Owed</b>         |                    | <b>Total Owed</b>         |                    |
| Office Use Only           |                    | Office Use Only           |                    |