



All questions below are, unless otherwise stated, in reference to Adult Social Care services offered to people from the age of 18 and up. These questions do not apply to care provided in medical facilities such as hospitals, in supported accommodation, residential care facilities or provided by charities that do not charge a fee or costs to either the council or service user. The information should cover the time period of starts 6 April 2023 and ends on 5 April 2024.

1. How many people receive care services funded in part or whole by your council? **7,283 (including one-off payments to Carers)**
2. What percentage/number of people are asked to pay a contribution to their care services? **67.3%**
3. What is the average contribution cost asked of the service user to pay? Ideally, this would be on a per-week basis. **£50.47**
4. What is the highest and lowest non-zero cost asked of someone to pay? **Lowest £1.19
Highest £822.41**
5. What percentage of people are asked to make a zero-cost contribution to their care services? **32.7% (including Carers, who are not asked to make a contribution).**
6. What is the lowest, highest and average number of hours of support on a per-individual basis? **Lowest = 30 minutes per week
Highest = 273 hours per week
Average = 17 hours per week**
7. What system or formula is used to determine the amount paid by the service user for their contribution? **The service user's contribution is determined based on their ability to pay, following a financial assessment undertaken in line with Government guidance and regulations.**
8. What if any programs are available to help service users fund their contributions in terms of grants or reductions?
 - **The Council undertakes individual Disability Related Expenditure (DRE) assessments to ensure that people with disability related costs, that do not meet the eligibility criteria for local authority care and support, retain enough money from their disability benefits to meet those costs, thereby reducing the person's contribution.**
 - **The service user is able to request a financial reassessment at any time if they think their level of contribution is incorrect, eg. due to a change in their financial circumstances.**
9. Finally, how many service users have filed a complaint, appeal or in some way contested the level of contribution asked for them to pay? **There were 17 complaints and 2 appeals.**