



**Your guide to Non Residential
Social Care Charges 2026-2027**

Adult Social Care Services

East Lothian Health and Social Care Partnership provides and arranges care services for a wide range of people in the county. Many of these services are free but in some cases we ask people who use certain services to make a payment towards the cost of those services.

- We will never charge more for a service than it costs us to deliver, and
- in most cases the charges we raise are much less than the cost.

It is important for us to make these charges as the income helps to ensure that we can provide high quality support.

Personal care can include support to help you wash or dress, or help getting you in and out of bed. Personal care is free. It doesn't matter how much money you have.

A full explanation regarding how charges are set is detailed in the [Non-residential Social Care Charges Policy](#) which can be found at www.eastlothian.gov.uk/elhscp

There are two types of charges

1. Flat Rate

Some services are charged at a flat rate. This means everyone pays the same amount for the service.

Flat rate charges are kept low to ensure they are affordable and they include things like:

- **Meals** - where meals are brought to your home. We charge a set amount for each meal you receive. This is paid to the company who provides the meals.
Charge is £4.65 per meal



- **Community Alarm Service** - we charge a set weekly amount for having the Community Alarm service in place. This is paid every six months in arrears in October and April. *Charge is £5.80 per week*
- **Transport** - We charge a set amount if you use transport funded by East Lothian Health and Social Care Partnership. *Proposed charge is £15 per week*

2. Means-tested (Financially Assessed Charge)

The charge for some services are means-tested. This means the amount you have to pay will depend on both:

- how much of the service you use and
- how much income and savings you have.

Means-tested services include:

- non personal care or support at home
standard rate is £18.79 per hour
- attendance at building based day centres (excluding older people day centres)
standard rate is £2.62 per session

People with savings/investments over £16,000 are assessed as self funders and pay the full cost of their non-personal care.

Disability related expenditure

Disability related expenditure (DRE) is money that you spend on items and services that help you manage or cope with a disability or a long-term health condition.

It is money that we may recognise as an 'outgoing' when we do a financial assessment to find out how much you can afford to pay towards your care. Please refer to our **Disability Related Expenditure** leaflet for more details.



Financial assessment

To work out your contribution, we carry out a financial assessment. You will be sent a Financial Assessment form that you need to complete telling us about:

- your income (and your partner/spouse's income, if the service is shared),
- pensions and benefits,
- savings and capital (for example, shares, property).

You also need to provide paperwork to support the information that you have given. For example, we will need to see copies of current bank statements, savings accounts etc.

Please note the sooner we get this information, the quicker we can work out how much you will have to pay.

We will send you a letter to explain the maximum you will be charged and we will base your bill on this amount.

We will send a bill every four weeks, which will cover the care you have already received.

Means-tested charges are reviewed each year to check they remain accurate and you should let us know about any significant changes in your income or savings and expenses during the year.

Please note: People with savings/investments over £16,000 are assessed as self funders and pay the full cost of their non-personal care.

What happens if you don't let us know about your finances?

If you do not wish to disclose your financial details, you will have to pay the full charge for the service.

If you have questions or concerns about charges

Please contact the Financial Assessment Team:

- **phone** 01620 827 901
- **email** awfinancialassess@eastlothian.gov.uk

They will be able to explain the way charges have been calculated and check these are correct.

Appeals

If you are still concerned about the charges for your services, you can appeal. We suggest you get independent advice with any appeal (see **Help and Advice section below**). You can make an appeal by contacting the Adult Services Appeal Panel.

Write to:

East Lothian Health and Social Care Partnership
Appeals Panel
John Muir House, Brewery Park, Haddington, EH41 3HA

Email: awchargingappeals@eastlothian.gov.uk



Appeals Panel

The Appeal Panel meets monthly and considers appeals for all services including flat-rate and means-tested charges.

The Panel may decide to:

- not change the charges you have to pay, or
- reduce the amount you have to pay, or
- say you do not have to pay anything.

We will look at the situation again as part of the annual charging reassessment process. Once the panel has reached a decision, we will write to you with that decision within fourteen days.

If you are still dissatisfied with the outcome of the appeal

Anyone who remains dissatisfied with the way the appeal decision has been reached, will be entitled to pursue their complaint through East Lothian Council's Feedback Service.

Feedback Service

The Appeals Panel can be considered to represent the **Stage 1** of the complaints handling service. If the person or their representative is dissatisfied with the handling of their appeal, then a complaint can be raised with East Lothian Council's Customer Feedback Team. This will be classified as a **Stage 2** complaint. Please note the feedback service allows you to complain about how the appeal was handled. It is not the opportunity to seek a different outcome to the appeal.

You can complain by contacting the Customer Feedback Team:

Write to: John Muir House, Brewery Park, Haddington, EH41 3HA

Email: feedback@eastlothian.gov.uk

Phone: 0131 653 5290

Example of a Financial Assessment

Breakdown of the Weekly Charge

Income

Personal Independence Payment Daily Living Component	£ 108.55
Personal Independence Payment Mobility Component	£ 75.75
Employment Support Allowance	£ 240.55
Total Income	£ 424.85

Less Income Disregarded

Personal Independence Payment Mobility Component	£ 75.75
Less Capital Threshold	£ 167.00
Income after Disregards	£ 182.10

Available Income for Financial Assessment £ 182.10

Taper Rate 65% of first £50.00	£ 32.50
Taper Rate 80% of remaining £132.10	£ 105.68

Contribution: **£138.18 per week (maximum charged)**

The figure of £138.18 is how much you can pay; you will only pay for the care you use which may be less than the contribution.

Please see the Charging Policy for more information.

www.eastlothian.gov.uk/social-care-charges

Help and Advice

If you need more information and advice, here are some organisations that can help.

Carers of East Lothian

phone: 0131 665 0135 or

email: centre@coel.org.uk

Partners in Advocacy

phone: 0131 478 7723 / 7724 or

email: edinburgh@partnersinadvocacy.org.uk

EARS

phone: 0131 478 8866 or

email: info@earsadvocacy.org.uk

CAPS

phone: 0131 273 5118 or

email: advocate@capsadvocacy.org

Citizens Advice Bureau (Haddington)

phone: 01620 824 471 or

Website: www.cas.org.uk/bureaux/haddington-citizens-advice-bureau

Citizens Advice Bureau (Musselburgh)

phone: 0131 6532748 or

Website: www.cas.org.uk/bureaux/musselburgh-and-district-citizens-advice-bureau

East Lothian Council Welfare Rights Team

phone: 01620 827 827 and ask to be put through to Welfare Rights.

Versions of this leaflet are available on audiotape, Braille and in your own language on request at

phone: 01620 827 199

email: translation@eastlothian.gov.uk

**Working together
to deliver the
Best health
Best care
Best value for our
communities**



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