



**FINANCIAL ASSESSMENT (SOCIAL CARE)**

Report by Director of Finance and Corporate Resources

**PURPOSE OF REPORT**

To provide an update on the progress being made with the processing of financial assessments for social care for both new and backlog cases.

**COMPETENCE**

- 1.1 Charging for residential and nursing care generates an estimated £3m annual income for the Integrated Joint Board.
- 1.2 A Report to the Audit and Scrutiny Committee is required for each Series of Meetings until such time as the backlog in cases has been cleared.

**PROGRESS AS AT AUGUST 2017**

- 2.1 There are two hundred and two Comhairle funded bed spaces in the Western Isles.
- 2.2 Following the decision to transfer financial assessment to Finance and Corporate Resources, the caseload was categorised as current and backlog with current being new assessments which arose following 1 September 2015.
- 2.3 Progress with the processing of current caseload is steady and the number of overdue reviews have been eliminated. Details of current caseload have been included in Appendix 1 to the Report.
- 2.4 Good progress is being made with the work relating to the backlog with subsequent invoicing resulting in monies being received by the Comhairle for outstanding debt. There are now sixty one cases remaining in the backlog.
- 2.5 The work on the backlog continues to prioritise the oldest cases to ensure that any risks relating to debts being time barred are addressed.

**RECOMMENDATION**

- 3.1 **It is recommended that the Comhairle note the progress being made with the financial assessment of care charges as detailed in the Report.**

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Appendix 1: Analysis of current caseload and reviews

## BACKGROUND

- 4.1 The Comhairle approved the transfer of the financial assessment of care charges to the Revenues and Benefits team within Exchequer Services in September 2015.
- 4.2 The workload associated with the delivery of this service was been divided as follows:
- Current caseload (service users taking up residence in a care home from 1 September 2015 including deceased and discharged residents);
  - Current reviews (annual reviews required for 2016/17 where the assessment process was up to date for 2015/16);
  - Backlog caseload (service users taking up residence in a care home prior to 1 September 2015 includes initial assessments and annual review(s)); and
  - Procedures and processes for instances updating web pages, leaflet.
- 4.3 Prior to 31 March 2016 the workload was distributed as follows:

Current caseload	Exchequer Services
Current reviews	Exchequer Services
Backlog caseload	Social and Partnership Services
New procedures and processes	Exchequer Services

- 4.4 From 1 April 2016 responsibility for all elements transferred to Finance and Corporate Resources.

## OVERVIEW OF CASELOAD

- 5.1 There are 202 chargeable bed spaces in the Western Isles care homes. In addition financial assessments are carried out for nine (9) places in Ardseileach, seven (7) places in supported accommodation and two (2) Mainland Placements.
- 5.2 A summary of the position for current caseload is included in Appendix 1 to the Report.
- 5.3 The financial assessments in/previously in the backlog total 124 and are as follows at as 31 August 2017:

Fully assessed and billed	78
<b>Awaiting assessment/billing</b>	
Residents currently living in residential or nursing care homes	22
Former Residents (deceased or discharged)	24

- 5.4 A reduction in the backlog cases of 15 has been achieved since June 2017.
- 5.5 Additional staffing resources are in place to assist the team with clearing the backlog and ensuring current caseload is kept up to date during this process.

## ANALYSIS OF CURRENT CASELOAD AND REVIEWS

1 April – 31 August 2017

Total caseload for period (including Ardseileach and Supported Accommodation, and Mainland Placements)	226		
Former Residents (deceased or discharged)	24		
Residents	202	Breakdown: (including deceased residents)	
		May 2017	Aug 2017
Annual review / new assessment completed		44	157
Annual review underway		58	14
Annual review not yet started		55	22
Awaiting new assessment		17	15
Awaiting guardianship		13	16
Assessed by another authority		2	2

\* *Due to changes in residents there will always be a number of cases awaiting new assessment. The target for these cases is to process them within agreed timescales. A target has been included in the Exchequer Services Business Plan for 2017/18 of ninety (90) calendar days.*