Further to your Information request FOI65036 please find your questions and our responses below:

I would like to know the following information as it applies in the financial year 2013-2014:

1. Please tell me your standard charges (assuming that the client is paying full price, having over £23,250 capital) for the following domiciliary services to those aged over 65:
   a. **Personal care** (e.g. getting up, washing, getting dressed etc) – hourly rate.
   b. **Domestic help** (e.g. shopping, laundry etc.) - hourly rate(s).
   c. **Home care services** (e.g. cleaning curtains, turning mattresses, repairs and gardening) – hourly rate(s)
   d. **Meals** (at home or at a day care centre - please state both prices if they are different) - flat rate per meal.
   Response: **Meals on Wheels, £3.50 per meal**
   e. **Transport** (round trip to day care centre and back).
   Response: **Transport single journey to day centre / activity, £5 per journey. Therefore £10 round trip**
   f. **Careline/Telecare** (or similar telephone-based alarm service) - per week. Please include/tell us of any installation costs.
   Response: **Telecare equipment is lent to our residents and the monitoring costs are charged by Housing Solutions (Housing Association that provides Telecare Services within RBWM). We currently do not charge for any installations.**

2. Does your authority operate a weekly cap on charges per individual? If so, please confirm the cap(s) in place for the financial year for 2013-2014.

   Response: **There is no cap for service users whose social care is provided via a Personal Budget. Service Users whose Social Care is not provided via a Personal Budget are subject to a £350.00 per week cap.**

3. If someone requires transport to get to a day centre, would your authority normally consider this as part of that person’s assessed needs, such that it becomes part of the package for consideration within the means test?

   Response: **Yes, it is included within a person’s support plan & personal budget**

4. Based on the FACs eligibility criteria (as set out in the Fair Access to Care Services, Department of Health Guidance, issued under section 7(1) of the Local Authority Social Services Act 1970), please confirm which of the following applies:

   Subject to appropriate means testing, our authority supports:
a. Critical needs only; **No**
b. All critical and substantial needs; **Yes**
c. All critical, substantial and moderate needs; **No**
d. All critical and substantial needs, and some moderate needs. **No**
e. None of the above, we provide a different level of support. **No**

If the answer to this question is (d) or (e) then please provide a brief summary of the level of support provided by your authority.

5. After someone has applied for support and received an assessment, are they told in writing what needs banding they are in?

**Response:** Every assessment copy will demonstrate individual needs and also their banding towards end of it. This assessment copy will summarise individual needs. A signed copy of assessment is offered to our residents as part of their assessment process.

6. If someone applies for support, but is found to have needs that don’t meet your minimum eligibility criteria, is there a minimum period before they can reapply for another assessment (Please state the period if yes)?

**Response:** Individuals can request for an assessment at anytime provided there is a change in their circumstances.

This concludes your request FOI65036.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

[http://www.rbwm.gov.uk/web/foi_information_requests.htm](http://www.rbwm.gov.uk/web/foi_information_requests.htm)

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.
Yours sincerely

Chris Daniels
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