

Non-residential financial assessment process notes

This guidance should be read in conjunction with Swift Guidance notes – recording a non-res financial assessment.

Charging applies where an individual has been assessed as eligible for non-residential social care support services to meet their assessed needs. Charges apply to the following services, following a financial assessment of a person's ability to pay:

- Homecare
- Care at Home
- Individual Service Funds In lieu of Care at Home (ILF)
- Direct Payments in lieu of Care at Home (DP)
- Alarms/Telecare (collectively known as ATEC24)
- Support Works

We do not assess for some services:

- Personal Care including meal preparation for all ages.
- End of life care at home for any individual diagnosed with a terminal illness and meets the criteria for a SR1/DS1500 certificate.
- Compulsory Measures under Mental Health legislation. Compulsory Treatment Order (CTO) and Compulsory Orders (CO)
- Home Care Reablement – for a maximum of 6 weeks (42 days)
- Day Care
- Intermediate Care
- Crisis Support
- Some equipment

Personal care includes:	Non-personal care includes:
○ personal hygiene ○ assistance with eating ○ continence management ○ assistance with medication ○ assistance getting in/out of bed ○ assistance with dressing ○ preparing meals	○ housework ○ collecting pensions or prescriptions ○ shopping/running errands ○ making beds

PRINCIPLES

- operate within the principles defined by COSLA National Strategy and Guidance
- ensure that the policy is accessible, transparent, fair, and equitable. (updated policy waiting to be signed off)
- ensure due regard is given to individual circumstances when determining whether charges should apply and that people are not charged more than they can afford, nor will it exceed the full cost of the service.
- ensure that people who use services understand that their contribution allows the Council to help as many people as possible get the help they need.

THE FINANCIAL ASSESSMENT

After an individual has had an assessment of their social care needs and if they are eligible for chargeable non-residential services, they will be financial assessed.

Social care finance staff conduct the financial assessment. They require a range of information relating to the person's finances to determine their ability to contribute towards the cost of their services and at what level.

The council begins by requesting a financial assessment form to be completed.

The form can be completed by a spouse / partner, agent (e.g. a lawyer) or with the assistance of the support worker and Council staff will aid if required.

If an individual does not complete the financial assessment form, it will be assumed they have sufficient income to meet the full cost of the Housing support services they receive - see Presumed Willing to Pay guidance.

There is a section on the form whereby an individual can choose not to complete the form and by signing this section they accept responsibility for paying the full (Housing Support) costs of their services.

The information provided on the financial assessment form will be used to check entitlement to additional state and / or housing benefits.

Before entering any new F/A on SWIFT you must check the most recent previous assessment on Swift if there is one. Compare relationship status, financial status, both income and outgoings, capital etc. If there is an obvious discrepancy between them both you will need to fully investigate prior to processing the new F/A i.e. If the client previously had a large sum of capital, email to be sent for verification on when the funds have been spent/ also check NEC/Searchlight /Benefits Breakdown quick guide /asking for bank statements.

You must check Swift to determine what the service is for, Provision and WEF Date (start date) We **do not process any F/A on Swift without a provision & WEF date**. If a client/Social Worker etc wish to know the outcome of an F/A prior to accepting the POC we can offer a provisional assessment. This assessment will be processed on Swift, **NEVER** validate the assessment. Delete once the outcome has been notified to the necessary person(s). It is crucial that the necessary person(s) are made aware that it is only a provisional, the outcome may vary if an actual service goes ahead and we deem that the information for the purpose of the provisional was not accurate once checking benefits/ capital etc. We would never validate and keep a provisional assessment on Swift as it interferes with data quality and Year End processes.

With Effect From dates

When the client has advised us of financial circumstances change, what date should we use? *The date they contact us to advise of change if we are getting more money. In favour of the client back date to the change.*

When the client has changed to pension age but hasn't told us or they haven't advised when their financial circumstances had changed, how far do we go back? *In favour of the client as data quality not done. Go back to the current financial year.*

When the client has changed to pension age but CEC hold corporate appointee for them or CEC haven't advised when the client's financial circumstances had changed, how far do we go back as it is not the client's fault? *Current financial year in favour of client or CEC*

If it is our error and we have not picked up a client has been receiving a service and it has come to light that they do, what date do we use? *Service is assessed from the start date. For billing purposes, Current financial year and but refer to TM/STO to see if they would like to go back further.*

If the clients alarm started in the previous financial year and we receive a assessment, do we assess from the start of the service (only if the previous year) just in case it is a nil charge in the instance we get the client coming back to us to ask about the previous year or do we just assess from the start of the current financial year? Start of the financial year , if returned back in a reasonable time (30 days) then go back to a maximum a year. *Anything over a year need further guidance from TM/STO*

If we complete a data quality report, what date do we take the WEF date? *If advantage to client back to the date of change or if CEC advantage date of report date.*

Reassessment

This is for a change in circumstances (i.e. capital/income/benefits have increased/decreased), WEF (with effect from) date (date that the change in income happened) and AWC (assessed weekly contribution) outcomes must be emailed to Billing Team in real time. If the change happened 3 years for example, then reassessments must be done from this date for each financial year to current time.

If there are changes between the new F/A and previous F/A you may be required to determine when these changes occurred and make the relevant amendments to the previous assessment with a change in With Effect From (WEF date) If the client has a change in financial circumstances. i.e. The client retired (pensions) or gained financially of a lump sum. You will be required to carry out a further F/A for the previous year with an WEF date at the time of these significant changes. Outcome to Client/ F.C/ relevant person, and email outcomes to Billing Team outlining these changes, WEF and amounts.

CTO/CO Clients

CTO/CO clients should be captured at the SMU Download – Please see process point and **do not send out a financial assessment form (F/A)**. In cases where an F/A has been sent accidentally, or the service is set up by Health & Social Care prior to SMU process we may receive an email/telephone call from client/F.C/Social Worker/Community Care Assistant or Housing Officer. You must double check on SWIFT, Legal Profile, Legal Status. A case note must be recorded in IMT Tracking case notes. An Assessment must be recorded on Swift, Reason “Do Not Charge” F/A. Outcome must be emailed to Billing team.

WTP – F/A

Willing to pay – If a client contacts us and that they are willing to pay the full charge but cannot sign and return the form. Update the IMT Tracking case notes with the evidence of this communication ‘willing to pay’ and carry out a financial assessment on Swift for a client who is willing to pay the full charge (housing support). This also includes if they have signed the mandate saying that they will not disclose financial information/willing to pay full charge.

DETERMINING THE LEVEL OF CONTRIBUTION TOWARDS SERVICE COSTS

The amount a person will pay will vary from individual to individual depending upon their and any partner's:

- Capital and savings
- Weekly income
- Weekly expenses

Capital and Tariff Income

Capital includes savings, shares, bonds and any other savings or investments.

Anyone who has capital of over the current annual capital threshold will be assessed to pay the full cost of their housing support services unless the services are free such as free personal care.

If they have capital of between £10,000 and the capital threshold, a capital tariff will be applied. £1 per every £500 will be added to the calculation of the weekly income.

The capital figures are in line with the residential thresholds and are up rated annually by the Scottish Government.

Capital and Saving 2026/27	
Over £36,750	Will be assessed to pay the full cost of the services unless the service is free.
£10,000 to £36,750	This is considered in the financial assessment and tariff income is applied. Tariff income is calculated at a rate of £1 for every £500.
£0 to £10,000	This will not be considered in the financial assessment.

Capital may include Trusts. Check with legal to see if it should be considered in the financial assessment. We need the trust deed for evidence.

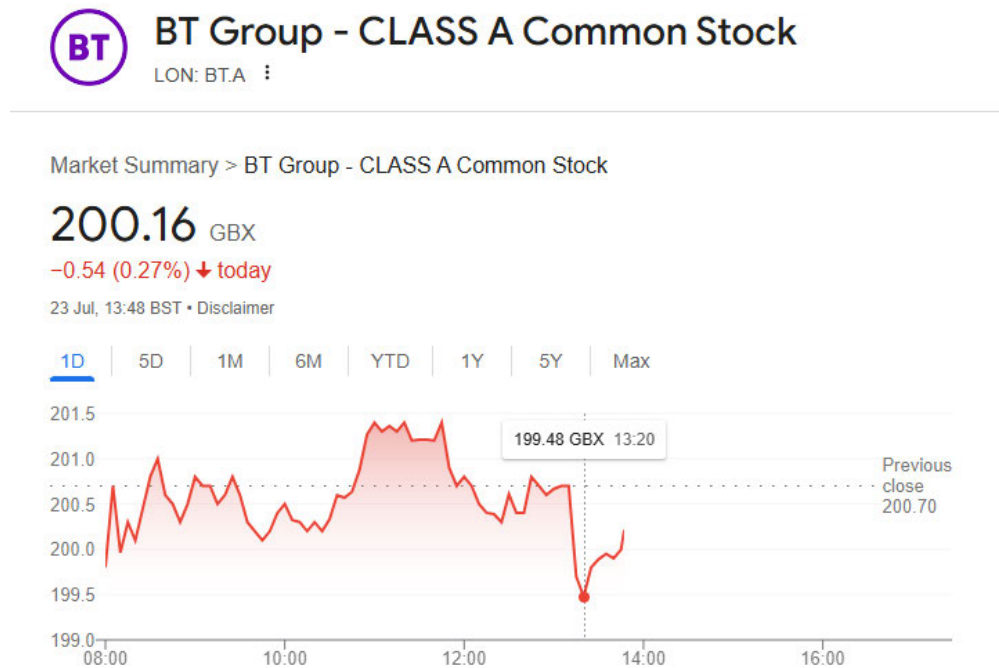
Similarly with compensation payments, including compensation payments held in Trusts, consideration will be given to the breakdown of the compensation award to establish whether some elements of compensation payments should be included when assessing a supported person's ability to pay a charge.

Backdated DWP payments will be disregarded for a year.

Calculating Share Values

We must include the evidence of where we obtained our market price, the date we had taken this price, number of shares recorded on the returned F/A at the then market rate – google it.

Example:-



For the above 200.16 (figure divided by 100) - $200.16 / 100 = 2.0016$ (£2.00 per share)

If the client has 300 shares – $300 \times £2.00 = £600$ would be the capital figure used in the shares category on Swift for the purpose of processing the client's financial assessment.

Property

The value of the home in which the individual lives i.e. the main residence, is disregarded in full.

The value of second and subsequent properties will be included as capital (includes holiday lets/long term rental property).

However, if someone is living in sheltered accommodation and owns a separate property – this property is not considered as it will be sold at some point. This needs to be monitored so that F/A can be done once sold. This must be put onto IMT tracking note.

Weekly Income

Both the client's and any spouse / partner's income and capital are taken into the calculation – as long as they live in the same property.

Benefits can be checked on the DWP CIS. (Searchlight) or NEC Revs and Bens. The QBC can be used to check figures and identify shortfall in benefits.

- UC is awarded on a four weekly basis to get weekly amount: amount x 12 /52.173
- Retirement pension = divided by 4 to get weekly amount
- Disability benefit = divided by 4 to get weekly amount
- Occupational pension = amount x12/52
- Council Tax = amount x12/52

This includes:

- all DWP benefits and allowances, including Pension Credit
- some income from capital / savings
- all earned and un-earned income

This excludes:

- the mobility component of Disability Living Allowance (DLA), Personal Independence Payment (PIP) or Adult Disability Payment (ADP)
- the difference between the middle rate and the higher rate of the care component of Disability Living Allowance
- the difference between the lower rate and the higher rate of Attendance Allowance (AA)
- the difference between the standard and enhanced rate of the daily living component of Personal Independence Payments (PIP), the difference between the high and middle rate of the care component of Disability Living Allowance (DLA), or the difference between enhanced and standard of the care component of Adult Disability Payment (ADP)
- payments to victims of National Socialist persecution, civilian war injury pension.
- war disablement pension and war widow's and war widower's pension are fully disregarded (from April 2017 as per COSLA guidance).
- war widow's and war widower's special payments are fully disregarded
- Japanese Prisoner of War payments
- Wage disregard - £20 is disregarded up to £99.99 of earned income and wages over £100 you disregard 20% of the total earned income.
- benefits for children such as Child Benefit
- 5% is disregarded from Industrial Injuries Disability Benefit
- Skipton Fund payments are disregarded. These are people who were infected with Hepatitis C as a result of NHS treatment with blood or blood products
- Permitted earnings as allowed by the DWP.
- Bereavement allowance
- 50% of a spouse/partner's earned income or occupational pension is disregarded (unless the partner also receives a chargeable service from the department)

- Indigent Gentlewomen fund. Money clients get from this organisation is disregarded on their financial assessment. As a general rule, charitable payments are ignored unless it is for a specific purpose. For example, if the payment was given in order for them to pay for a home help, then we would take this amount into the assessment. Further information on this fund, [The Royal Society for the Support of Women of Scotland](#)
- Investment Bonds If there is an insurance policy attached – the bond is not taken into account for the assessment. If there is no insurance – we do take the value of the bond into account for the assessment. The value, irrespective of any penalties for any surrender, is considered

Allowable Weekly Expenses

Deductions will be made from an individual's assessed income for the following allowable expenses:

- Rent - This is the amount the client pays after any deductions of housing benefit. If the tenancy is not in the client's name, the rent contribution is the actual rent paid divided by the number of adults in the household. Rent is not inclusive of factoring fees; this is part of a tenancy agreement and does not fall under allowable expenses.
- Mortgage payments on first homes, not second homes. This is the amount the client pays. If the property is not owned by the client, the client's contribution is the amount of mortgage paid divided by the number of adults in the household
- Council tax - contribution is the actual Council Tax (Inc Water & Sewerage) paid divided by the number of adults in the household – need to contact client to find out how many adults are in the household. If client doesn't own the property – do calculation. If client owns property full CT is taken into account.
- Board & Lodgings – If there is a figure added to the Financial Assessment form (F800) Client does not own the home but stays with the person who does i.e. the client lives with parent(s) We will not take the figure entered onto the form at face value; we have to contact home owner to verify weekly rent/mortgage payment & Council Tax. Divide these two amounts by the number of adults in the household.
- Child Support Agency Payments
- Exceptional costs associated with a disability can also be considered (e.g. extra heating, special diet etc.). This is at the discretion of the Sector Practice Manager, further information in relation to Disability Related Expenditure (DRE) can be found the guidance notes for DRE.
- Independent Living Fund (ILF) If client receives ILF funding then the amount of award for that given year must be taken into account (waiting for update on current award) – check note below where to check on swift
- Please remember that the Community Alarms amount may be out of date – ensure that the correct amount is on swift and update where necessary.

We do not take at face value the figures entered on any completed F/A in respect of rent/C Tax, these figures if entered on the form, must be verified. (NEC)- see Appendix 1

***From:** [REDACTED]

Sent: 17 December 2025 13:50

To: [REDACTED]

Subject: (4020226) ILF Charging

[REDACTED] - thanks for your enquiry . Regarding ILF where the LA charge would be in excess of £43 per week, the LA can apply a residual charge above that level, having taken the ILF charge into account as an expenditure offset against income . ILF charges do not exempt people from all possible LA charging

e.g.

LA would by its own financial assessment charge £80 .

Where the person does not have ILF the LA charge is £80

Where the person does have ILF the LA charge is £37 (80 less 43)

Lest others in the Council ask you to confirm -this is all referred to in COSLA Charging Guidance at 6.14

https://www.cosla.gov.uk/_data/assets/pdf_file/0025/56833/COSLA-Social-Care-Charging-Guidance-2025-26-2.pdf

and is designed to ensure the person is not charged twice on their single available income , and that persons are not disadvantaged either way.

I hope this helps

[REDACTED]

Further ILF notes

The ILF award should be located in swift case notes under the heading ILF Award Details always using the newest entry. If you go to further details and questionnaire, you should see what the client contribution to ILF is as below.

File Edit Navigation Toolbar1 Configuration Window Help

Person Profile Notes Mr James Carrillo (4020226) .55 Broomhouse Street South,Edinburgh, City Of Ed

Person's Details: Edinburgh, City Of Edinbu

Key Responsibility: Cc Sw Cluster Canal Team - KEY TEAM

Note Type/Date: ILF Award Details 06-OCT-2025

Notes Visit Details Questionnaire Actions

Heading: ILF Award Details

Code	Question	List Answer	Answer
Ref	What is the ILF ref number?	T	A 98029
IAW	What is the ILF award? (Net)	T	£549.12
ICH	What is the client's contribution to ILF	T	£43

Print Further Details < Back Next > Save

If it can't be located on Swift, though it always should be we can look on the G Drive as we have ACCESS. See file location below.

Search Results in G:\HSC\HSC-SWC\SUD\CC\SW Clients > 6560711 Gallagher R > ILFS

If there are any issues you need to discuss re ILF then you can email SDS for guidance.

Personal Allowances

To ensure an individual is not forced below recognised subsistence levels, an income protection threshold is applied. This ensures that the person will always be left with enough money to pay household expenditure items and general living expenses.

The threshold is set at DWP pension credit level plus a buffer of 25% and is up rated annually. This applies to all clients regardless of age. An example is below – this changes every year.

Personal Allowances 2025-26	
Personal Allowance singles	£284.00 per week
Personal Allowance couples	£434.00 per week

Assessed Weekly Contribution

To determine how much an individual is financially assessed to contribute – example is below – financial threshold changes every year:

Capital and Savings over £35,500	Will be assessed to pay the full cost of the services unless the service is free.
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Capital and Savings less than £35,500	Will be financially assessed and will not contribute more than can afford.
Tariff income from capital £10,000 to £35,500	See Capital and Tariff Income
Plus:	
Weekly income	See Weekly income
Minus:	
Allowable weekly expenses	See Allowable Weekly Expenses
Equals	Available Income
Minus taper*:	
• 30% of the first £20 of available income, plus • 50% of the second £20 plus • 70% of any remainder.	
Equals	Assessed Maximum Contribution

* A taper is a further disregard that is applied to available income.

The assessed maximum contribution is the most an individual will contribute.

Individuals will not contribute more than the cost of the service.

Individuals will not be required to contribute to their service costs if their assessed maximum contribution is 99p (is less than £1.00) or less (this includes ATEC24).

F/A Outcomes

C@H/Home Care - New assessments - outcomes to client/financial contact, if start date not in current billing period then email billing also.

Change of circumstances F/A - outcomes to Billing Team via email in live time, also outcome to client/F.C

DP – AWC outcome emailed to DP Team.

ATEC24 – AWC emailed to Alarms Team and billing

ILF – Same as C@H & Home Care

SUPPORT WORKS F/A Outcomes – Email to be sent to the following with outcome of financial assessment, Subject: - Support Works & Swift number. Included clients name, assessed weekly contributions (AWC) & with effect from date (WEF) to the following (as per email from [REDACTED] 23.12.2025): -

[REDACTED]

Billing Team (H&SC)
hsc.businesssupport@edinburgh.gov.uk

Service/Provision Cancellation

If the service has been matched, form sent and service/provision then cancelled by client (i.e. they call/email in to advise), we need to contact the following for clarification:

Homecare – contact Locality

Care@Home – contact SMU team

THE CONTRIBUTION

Before arrangements are put in place to start charging, the individual will be sent information about the contribution they are asked to make.

If they do not agree with the financial assessment, they can ask for the financial assessment to be reviewed, explaining why they consider the original calculation is not acceptable.

If they remain dissatisfied with the outcome, they can appeal the decision (see section 8).

Individuals should seek independent advice if they are in any way concerned about the financial assessment.

SERVICE CHARGES

Service	Dept	Charges in 2026/27
Home Care/ Care at Home, and Care and Support	Health and Social Care	£25.35 per hour

Service	Dept	Charges in 2026/27
Direct Payments and Individual Service Fund in lieu of a Care at Home service	Health and Social Care	£25.35 per hour. Charge to the client could be less than £25.35 per hour if the cost of the service is less.
Community Alarm/Telecare	Health and Social Care	Standard Alarm - one pendant: £6.71 per week, two pendants: £8.73 per week; Enhanced Alarm: £9.72 per week.

The Council agrees the rates each year as part of the City of Edinburgh Council budget submission – these are subject to change.

IMPORTANT - SWIFT – IMT Tracking Case Notes must be updated

IMPORTANT RULES

- If a service has started before the Housing Support (i.e. Alarm, DP, ILF) ensure that it is included in the allowances tab, if the other started after – DO NOT include it.
- Client with both services C@H (Home Care, DP, ILF) & ATEC24 services (double services) – the housing support will get the money first and if anything left over from weekly contribution ATEC24 will receive, regardless of when both services started. In these cases, ATEC24 will need to be notified how much they should be charging for the alarm.

Example

Client has AWC of £27 per week and has 1 hour housing support and a pendant alarm.

Housing Support will receive £23.94 per week

ATEC24 will receive £27 - £23.94 = £3.06 per week

- Please note that if a client has two services and one of which is a Homecare/ Care at Home/DP/ILF/Support Works – the housing support element must be recorded in tasks within the provision so that we can calculate how much their weekly contribution is. The tasks can't remain blank – if there is any doubt

what the hours are – the relevant social worker, etc must be contacted before completing the assessment.

- If the max charge figure is showing as 'Y' – the client will be paying full charge regardless of any figure shown in the Amended NDI box

APPEALS AND COMPLAINTS

Anyone who is dissatisfied with, or who disagrees with the assessment of charges, will be encouraged to discuss their concerns with a member of staff from the financial assessment team. They may be invited to write to a senior finance manager outlining why they do not agree with the assessed contribution. Any concerns/complaints relating to the package of care that the client is receiving – they need to address this with their assessor directly (can be social worker, occupational therapist, etc).

If they are still not satisfied, they can use the Council's Complaints Procedure and obtain independent advice and assistance to do so.

Appendix 1

DISABILITY RELATED EXPENDITURE GUIDE (DRE)

Please refer to Internal Disability Related Expenditure Guide.

Requests for DRE may have to be referred to locality manager for a decision.

Disability Related Benefits

The City of Edinburgh Council includes up to the middle rate Disability Living Allowance (DLA), standard rate Personal Independence Payment (PIP) and the lower rate of the Attendance when assessing care charge as per the COSLA Guidance. The higher rate Disability Living Allowance and Attendance Allowance may also be included if the council provides 'nighttime' services.

While Councils have the power to charge for non-residential services, charges must be "reasonable and practicable" for an individual to pay, and it is essential that councils take account of Disability Related Expenditure as part of the financial assessment.

Disabled people argue that they need to spend more on the basics and that their basic benefits are not sufficient to cover their everyday living costs. Many service users tell us that they use their disability related benefits to pay for food and clothes, and they object to these benefits being included when assessed for care charges.

Organisations lobbying on behalf of disabled people such as Capability Scotland,

“Believe that the simplest way for DRE to be taken into account would be to raise charging threshold to a level that will enable the vast majority of disabled people to cover their disability related costs.”

The City of Edinburgh Council therefore applies higher allowances to adults below pension age than is recommended by COSLA.

Disability Related Expenditure

Further consideration will be given for additional expenses a service user may have over and above the additional allowances included within the financial assessment.

Additional Disability Related Expenditure may relate to, but will not be restricted to:

- additional heating requirements
- purchase, maintenance and repair of disability related equipment
- special dietary requirement
- specialist clothing
- help with cleaning and other domestic tasks

The City of Edinburgh Council will consider these additional costs in the following circumstances:

- The service user is in receipt of disability related benefit such as DLA, PIP or AA
- The extra cost is needed to meet a service user's specific need due to a condition or disability as identified in the service user's care assessment / care plan
- The cost is reasonable and can be verified by way of receipts and bank statements
- It is not reasonable for a lower cost alternative item or service to be used
- Checks will be made to ensure that the services / costs cannot be met by an alternative means example additional DWP benefits, Health services or assistance from a Voluntary Organisation

It is expected that the retained income will cover everyday living costs such as

- Food

- Drink
- Hairdressing
- Bedding
- Clothes
- Spectacles
- Dentistry
- Alternative therapies/Treatments
- Insurances including building, contents, mortgage protection, life
- Utility bills such as Water, gas, electricity and telephone
- Window Cleaners
- Factoring Fees
- Transport costs
- TV Licence and subscriptions to satellite or digital TV companies
- Repairs and maintenance of buildings
- Gardening – other than basic gardening costs allowable under DRE
- Other expenditure such as personal debts and arrears

Example 1

Mark is over 65 and lives on his own. He has £14,000 in savings and each week he receives £155.60 from his state pension and Guarantee credit. Mark has had his care needs assessed and it is agreed that he requires 10 hours per week care at home, 4 of which are housing support. His service costs 4 x £23.84 = £95.36 per week.

Income	
State pension	£179.60
Savings - Add £1 for every £500 of investment over £10,000	£8.00
Total (A)	£187.60
Allowances	
Single personal allowance	£284.00
Total (B)	£284.00
Weekly assessed charge based on (A-B)	-£96.40
Assessed weekly charge	£0.00

As Mark's assessed weekly charge is zero, he will not pay anything towards the four hours of chargeable service.

Example 2

John and Julia are both over 65. They have £11,000 in savings and each week they receive £298.94 in pensions, Attendance Allowance. John has had his care needs assessed and it has been agreed that he requires 7 hours homecare, 2 of which are non-personal care. His service costs 2 x £23.84 = £47.68 per week.

Income	
State pension	£170.00
State pension	£160.00

Attendance allowance	£73.90
Occupational pension	£103.10
Savings add a £1 for every £500 of investment over £10,000	£2.00
Total (A)	£509.00
Allowances	
Couples Allowance	£434.00
Council Tax	£25.00
Total (B)	£459.00
Remaining income (A-B)	£50.00
Apply taper (30% of first £20 plus 50% of the second £20 and 70% of the remainder)	30% of £20 = £6 50% of the second £20 = £10.00 70% of the remaining £10.00 = £7.00
Assessed weekly charge	Total = £23.00

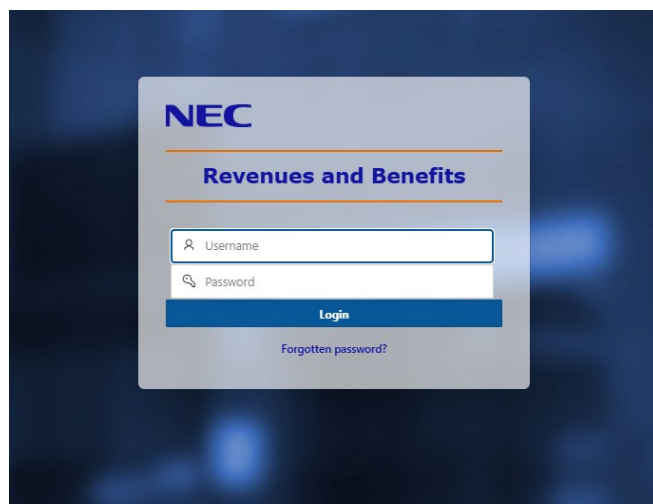
John pays £23.00 because the actual cost of £47.68 is higher than his assessed weekly charge of £23.00 per week.

Appendix 2

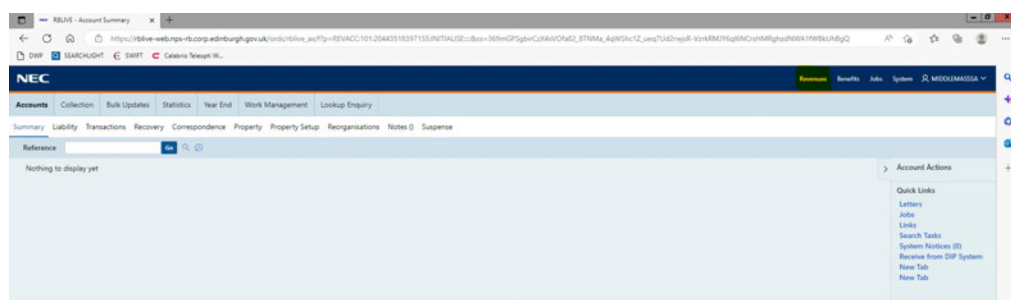
Revenues & Benefits Process – iWorld

Open Microsoft edge and go to https://rblive-web.nps-rb.corp.edinburgh.gov.uk/ords/rblive_ax/f?p=COREMSC:191::::::

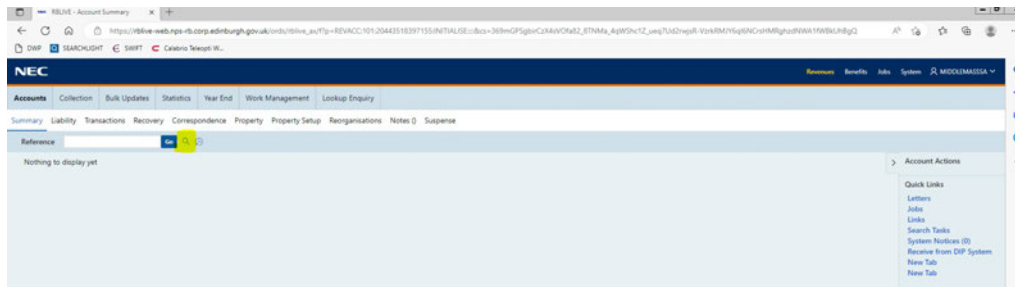
You will need to login



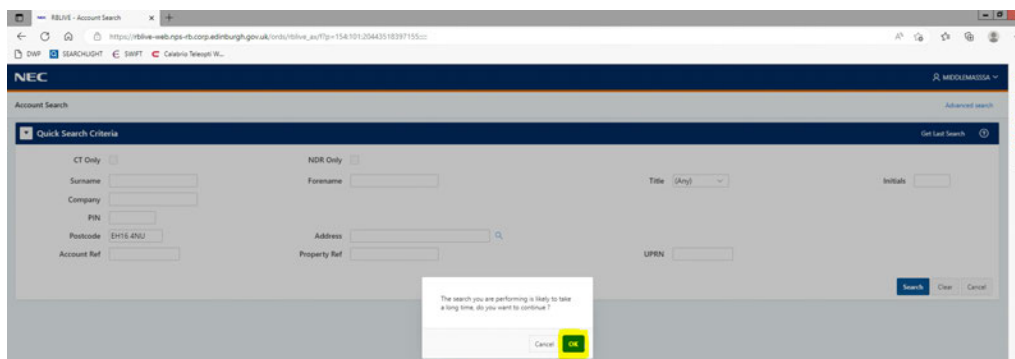
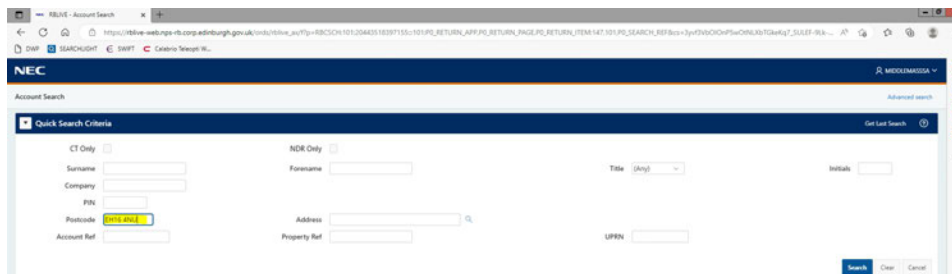
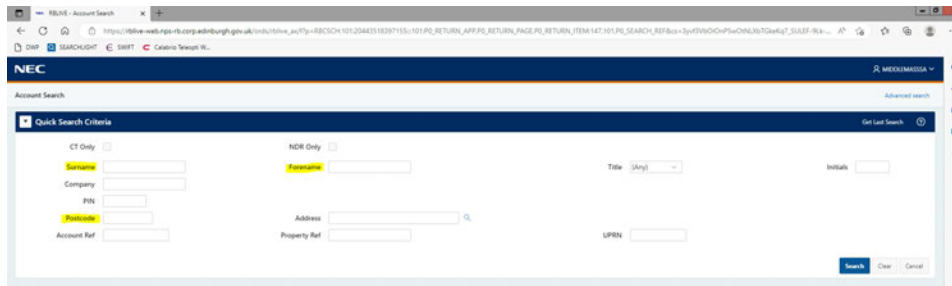
Checking Council Tax – Revenue coming into the Council



Search for client



Complete surname & forename, or postcode. Make sure you have spelling correct, can use wild card (%) if required. If the assessment is for a couple or the client is living in joint accommodation the benefit may be paid to a different member of the household.



If the person you are searching for is not on this page, select Next at bottom right. Once you have the client you are searching for click the code in Account Ref (highlighted in yellow).

Account Search

Quick Search Criteria

CT Only ☐ NDR Only ☐

Surname Forename Title (Any) Initials

Company

Postcode Address

Account Ref Property Ref UPRN

Search Clear Cancel

Results

Account Ref	Property Ref	Address Tx	UPRN	Liability Parties	Val	Start Date	End Date
AR... 6367887-9	906254723	20/1 Wauchope Terrace, Edinburgh, EH16 4NU	000906254723	Mrs Ellen Watson <C>	A	23-AUG-2009	
AR... 7797976-2	906254724	20/2 Wauchope Terrace, Edinburgh, EH16 4NU	000906254724	Mr Bruce Campbell <C>	A	05-JUN-2023	
AR... 7799156-9	906304833	20/3 Wauchope Terrace, Edinburgh, EH16 4NU	000906304833	City Of Edinburgh Council <C>	A	02-APR-2024	
AR... 6359929-2	906304834	20/4 Wauchope Terrace, Edinburgh, EH16 4NU	000906304834	Mr Robert Ramsay <C>	A	15-JUN-2009	
AR... 7023747-7	906254726	22/1 Wauchope Terrace, Edinburgh, EH16 4NU	000906254726	Miss Elizabeth Muggerly <C>	A	02-MAY-2016	
AR... 6832762-7	906254727	22/2 Wauchope Terrace, Edinburgh, EH16 4NU	000906254727	Mrs Dorothy Collins <C>	A	11-JUN-2014	
AR... 7799328-1	906254728	22/3 Wauchope Terrace, Edinburgh, EH16 4NU	000906254728	Mr Rafael Duarte Pena <C>	A	15-DEC-2023	
AR... 759826-2	906254729	22/4 Wauchope Terrace, Edinburgh, EH16 4NU	000906254729	Ms Maria Cecilia Isaac De Cornea	A	28-MAR-2021	
AR... 6337984-8	906254730	22/5 Wauchope Terrace, Edinburgh, EH16 4NU	000906254730	Mr Gordon Parker	A	12-APR-2009	
AR... 7464228-8	906254731	22/6 Wauchope Terrace, Edinburgh, EH16 4NU	000906254731	Miss Eva-Lynn Baxter	A	26-OCT-2020	

new(1) 1 - 10 of 22 Next >

If you require previous years Council Tax contributions for backdated financial assessments, you can change the Current, to All. Use the figure in the liability, divide by 52 i.e. £236.76 / 52 = £4.55 (This is the figure you would enter as the weekly contribution on the financial assessment on Swift) If there is any figure in the account summary that is a debt (charges) figure we deduct the debt figure from the liability.

We do not take any debt into account for the purpose of financial assessment (any previous assessments recorded for client would have considered the liability of the previous year(s))

Account Summary

Reference

UPRN 000906304834
Admin Area W625 EAST EDINBURGH LOCAL OFFICE
Contact Address 20/4 Wauchope Terrace Edinburgh EH16 4NU

Profile (DEFAULT)

Account Actions

- Terminate Account
- Maintain Liability Parties
- Create Discount
- Create Exemption
- Create Instalment Plan
- Create Refund
- Create Account Action
- Contact Details
- Create Reopened

Quick Links

- CT6 Transaction Letters
- Jobs
- Links
- Search Tools
- System Notices (0)
- Audit Enquiry
- Send to DWP System
- Receive from DWP System
- New Tax 6359929
- New Tax

Account Summary

Group	Year	Other Year	Liability	Instalments
LIA	965.13	0.00	Uncommenced Liability	95.73
BBN	-723.85	0.00	Petition	0.00
DIS	-241.28	0.00	Warrant	0.00
SEW	146.74	0.00	Total for All Years	95.73
WAT	136.45	0.00	Total Arrears/Credits	48.27
WGR	-36.43	0.00	Total Subject to SPA	0.00
PAF	-141.03	32.00		
BAL	95.73			

Debt Summary

Year	Debt Type	Seq	Liability	Conts/Pen	Hard Cash	Soft Cash	O/S Liability	Stage	Last Notice
2024	Uncommenced	1	236.76	0.00	-141.03	0.00	95.73	88	15-MAR-2024
2020	Uncommenced	1	224.45	0.00	-208.00	0.00	-4.00	88	15-MAR-2020
2017	Uncommenced	1	225.76	0.00	-227.21	0.00	-14.52	88	07-DEC-2017
Total							90.31		

Example:

File Edit Navigation Toolbar1 Configuration Window Help

ORACLE

Assessment - Related Finances for: Renwick, Robert Mr (9389376)

Client: Edinburgh, Edinburgh, EH1

Assessment Type: Non-Residential Singles No Income Maximisation Required

Effective From: 03-APR-2024 Effective To: Completion Date: 07-JUN-2024

Assess More Summa Income Benefit Allowa Capital Property Agree

Allowance Type: Personal Allowance Singles

Allowance Type: Council Tax

Amount: 4.55

Frequency: Weekly(days)

Disregard:

Finance Related To: Client

Checked: Date: 07-JUN-2024 By: MCDLEWASS

Evidence: REVS

Print < Back Next > Save

Checking Housing Benefit – Benefits going out of the Council

• EDINBURGH •
YOUR COUNCIL - YOUR SERVICE

Financial Data Collection
(For Office Use Only)

Sector: Location:
Practitioner: Swift Number:
GP Surgery: Source: SCP (Community)

SECTION A ABOUT YOU (Client)

Forename(s): Surname:
Date of Birth: Marital Status:
Permanent (or last) home address (incl postcode):
Current address (incl. postcode) (if different from above): AS ABOVE
Current tel. no. for you: Email for correspondence: rick@ed.ac.uk
Are you the main householder? ☐ Yes ☒ No If 'No', advise name of person who is:

FINANCIAL CONTACT (if you want us to contact someone instead of yourself)

Name: Tel No.:
Address (incl. postcode):
Relationship to you: Email address:
If financial guardian / power of attorney, then please supply a copy of the authority document.
Is there a will or executor of estate in place? If yes, please state name and address or supply a copy of the authority document.

Other People in your Household

Other People in your Household	Date of Birth	Relationship to you
NONE		

SECTION B PROPERTY

Do you own/part own your dwelling house? ☐ Yes ☒ No
If 'Yes', give address (incl. approx. market value) If 'No', do you receive Housing Benefit? YES

Do you own any other property? ☐ Yes ☒ No If 'Yes', please give address (incl. approx. market value)

Do you own any other property? ☐ Yes ☒ No If 'Yes', please give details below, which must include address(es) of property / properties, dates of ownership of any property / properties and the reason for disposal of property / properties.

SECTION D SAVINGS

Please tell us about your savings and investments (of you / husband / wife / partner) £ : p (Amounts required)

Type of Account	You (client)	Partner	Joint
Name of Bank - Bank Accounts (please enter total amount of all accounts):	SANTANDER	530.00	
Building Society(s) (please enter total amount of all accounts):	NONE		
Post Office Savings Account(s):	NONE		
National Savings Certificates:	NONE		
Investments - If market value not known, then please state the name of the companies and how many shares held for each:			
Other Savings / Capital / Trust Funds etc. (please specify):	NONE		

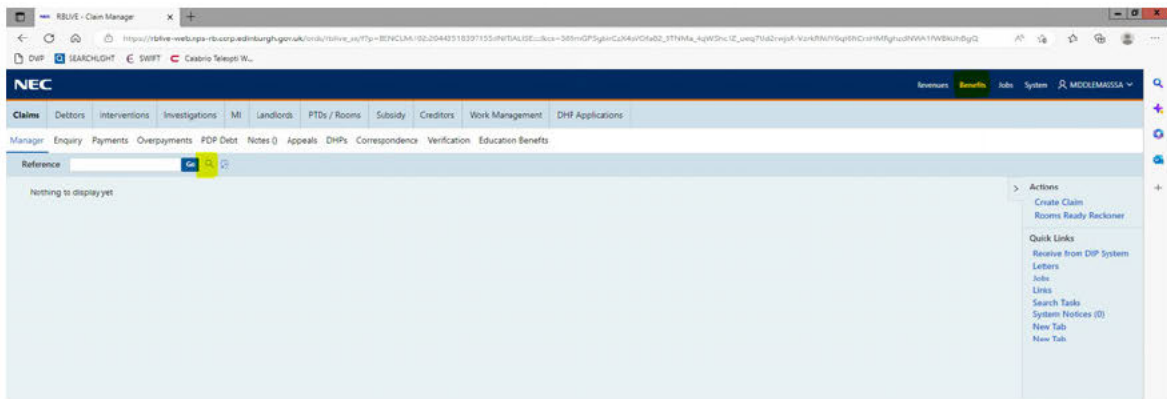
SECTION E OUTGOINGS

Please enter the weekly amount you pay after any benefit you receive is deducted

Amount (£ : p)	
Rent paid by you	13.00
Mortgage payments paid by you (after deduction of income support / credits for mortgage)	—
If not in own tenancy, your contribution towards rent / mortgage / council tax	—
Council Tax (include water and sewerage) paid by you	27.00
Maintenance Payments	NONE
CAS alarm / Telecare	NONE
Contributions you make towards your Independent Living Fund	NONE
Life Insurance	NONE
Funeral Plan	NONE
Pre-paid Funeral Yes ☐ No ☒ If yes, please state company name	

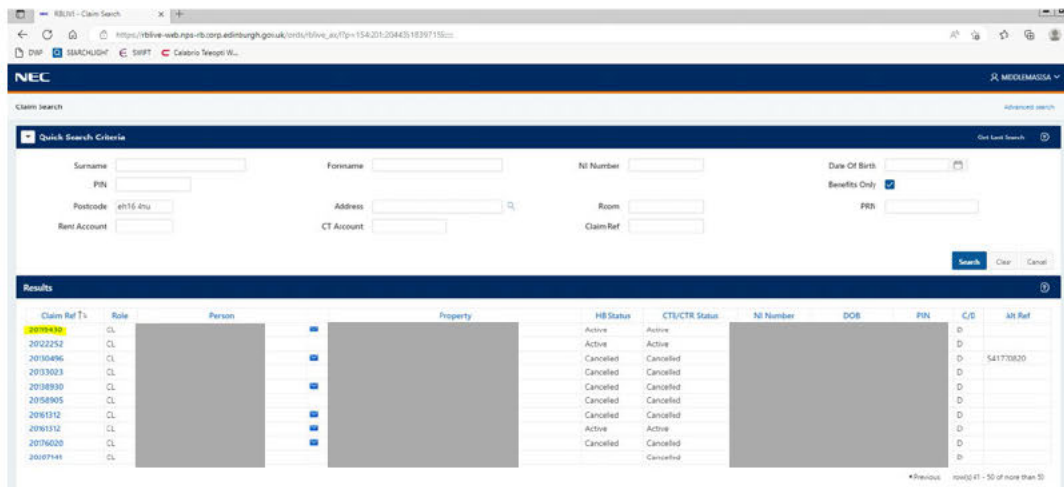
Please give details of any additional expenses:

Searching for a client

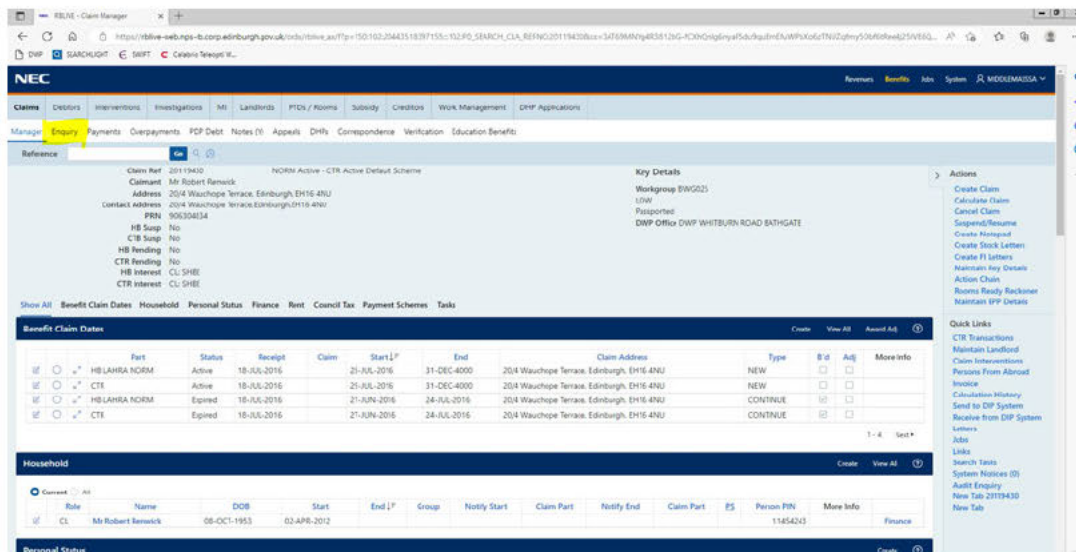


Complete surname & forename, or postcode.

Click on Claim Ref (highlighted in yellow). You will often find clients NINO on this page too; this can be used if need for Searchlight if NINO is not noted in Swift.



Click Enquiry tab



Scroll to the bottom of the page – Calc 1 Entitlements. Click the current year to expand.

NEC

Claims Debitors Interventions Investigations MI Landlords PTGs / Rooms Subsidy Creditors Work Management DWP Applications

Manager Enquiry Payments Overpayments PDF Debt Notes (Y) Appeals DHPs Correspondence Verification Education Benefits

Reference

Status: Active
Range Date: 18-JUL-2016
Claim Date: 18-JUL-2016
Start / End: 25-JUL-2016 to 31-DEC-4000
First Week: No
Claim Type: NEW
Cancel Reason:
Account: 8007905

Status: Active
Range Date: 18-JUL-2016
Claim Date: 18-JUL-2016
Start / End: 25-JUL-2016 to 31-DEC-4000
First Week: No
Claim Type: NEW
Cancel Reason:
Account: 6359929

Actions
Create Claim
Calculate Claim
Cancel Claim
Suspend/Resume
Create RHPAD
Create Stock Letters
Create F Letters
Maintain Key Details
Action Chain
Review Ready Backlog
Maintain EPP Details

Quick Links
CTR Transactions
Maintain Landlord
Claim Interventions
Calculation History
Send to DWP System
Receive from DWP System
Letters
Join
Links
Search Tools
System Notices (S)
Audit Enquiry
New Tab 2019430
New Tab

Calc 1

Calculation Date: 03-JUL-2024
Reason: ATLAS PASSEPORTED
Calculated By: 18114
Earliest Change: 17-JUN-2024
RBI Score

Calc 2

Calculation Date: 03-JUL-2024
Reason: change of liability
Calculated By: 25015WLD5
Earliest Change

Calc 1 Entitlements

Start	End	Weekly Amount	Interim	Trans
21-MAR-2023	09-APR-2023	0.00		
29-JUL-2024	30-MAR-2025	99.30		
24-JUN-2024	28-JUL-2024	99.30		
01-APR-2024	23-JUN-2024	99.30		

Calc 2 Entitlements

Start	End	Weekly Amount	Adjust	Trans
29-JUL-2024	31-MAR-2025	13.00		
24-JUN-2024	28-JUL-2024	13.00		
01-APR-2024	23-JUN-2024	13.00		

Any figure in Less 65% Excess in the weekly figure we add to the client's financial assessment in Swift. As you can see the F/A example has £13.00 per week, this is not an actual Rent figure, it may be a service charge for the property which is not considered for the purpose of our F/A process.

This would be considered under our singles/couple's personal allowance at the standard amount

NEC

Claims Debitors Interventions Investigations MI Landlords PTGs / Rooms Subsidy Creditors Work Management DWP Applications

Manager Enquiry Payments Overpayments PDF Debt Notes (Y) Appeals DHPs Correspondence Verification Education Benefits

Reference

Calc 1 Entitlements

Start	End	Weekly Amount	Interim	Trans
21-MAR-2023	09-APR-2023	0.00		
29-JUL-2024	30-MAR-2025	99.30		
24-JUN-2024	28-JUL-2024	99.30		

Calc 2 Entitlements

Start	End	Weekly Amount	Adjust	Trans
29-JUL-2024	31-MAR-2025	13.00		
24-JUN-2024	28-JUL-2024	13.00		
01-APR-2024	23-JUN-2024	13.00		

Address: 2011 Hawthorn Terrace, Edinburgh, EH15 4NU
Account: 8007905
% Responsibility: 10000
DHP No:
Active Roles: 1
Passported No:
Income: 0.00000
Gross Liability: 105.24000
Weekly Liability: 99.30000
Less NID Deduction: 0.00000
Maximum Eligible: 99.30000
SSC Max Rent: 99.30000
Weekly HB: 99.30000
Old Discourteousy Ent: 0.00000
Total Award: 99.30000
Local Scheme Amount: 0.00000
Unwrapped Award: 99.30000
24-JUN-2024 23-JUN-2024 99.30

Actions
Create Claim
Calculate Claim
Cancel Claim
Suspend/Resume
Create RHPAD
Create Stock Letters
Create F Letters
Maintain Key Details
Action Chain
Review Ready Backlog
Maintain EPP Details

Quick Links
CTR Transactions
Maintain Landlord
Claim Interventions
Calculation History
Send to DWP System
Receive from DWP System
Letters
Join
Links
Search Tools
System Notices (S)
Audit Enquiry
New Tab 2019430
New Tab

Example:

File Edit Navigation Toolbar Configuration Window Help

ORACLE

Assessment - Related Finances for: Renwick, Robert Mr (8319376)

Client: Edinburgh, Edinburgh, EH1

Assessment Type: Non-Residential Singles
Effective From: 08-APR-2024
Effective To: Completion Date: 07-JUN-2024

Asses More Summa Income Benefit Allowa Capital Propert Agree

Allowance Type

Personal Allowance Singles

Rent

Amount: 0.00
Frequency: Weekly (days)
Disregard:

Finance Related To
Client Spouse/Dependant

Checked: 07-JUN-2024 By: MIDDLEMASS
Evidence: RENT Notes: 100% HB

Print Back Next Save

Assessed Needs Report (ANR)

A common query we get is checking the Assessed Needs Request (ANR) on Swift or G Drive.

This query can come via phone call/email etc from clients/F.C and internal staff of the Council. Occasionally there is a discrepancy between what is recorded on ANR & Swift provisions in respect of Housing Support (HS) & Free Personal Care (FPC). The tasks can often have FPC tasks, but the HS column has hours of service recorded. We then need to contact either SMU or the Locality to have them send it back to the assessor if the information recorded is incorrect. We then have to wait for clarification as to chasing up the return of the F/A is required, or all been recorded in error.

Sometimes there is a grey area between Tasks recorded and the hours recorded.

Case Notes, Swift number (Identifier), Next, Finish

Swift Launch Pad

	Frontdesk	Assessment Framework	Case Notes	Criminal Justice	Care Episodes	Criti...	O'gue	Curr	Job Type
Case Details									
Case Mgt	Case Management	Work Lists	Child Protection	CP Enquires	Provider Details				
Additional Case Details	Assessments Front Screen	Education	Employment	Significant Events	Payments Run				
Additional Case Details	Legal Profile	CPA	Accommodati on	Checks and Reports					

User: MIDDLEMASS (Sandra Mittler) Group: CEC_DP_MONITORING

Refresh Expand Exit

Find the most recent ANR, click on it and press 'Print'

Person Profile Notes for: Annie Wilson (2031370) 553 4941 1 Flat,39 Cables Wynd,Edinburgh,Edinbu

Person's Details

Case Worker: Cc Ne Cluster Responder Team - KEY WORKER, Cc Ne Cluster Leith T

Find/New

Launch Pad Notes

Note Date/Type

- 03-JUL-2025 SMU Tracking
- 03-JUL-2025 Reablement Note
- 03-JUL-2025 One Edinburgh E
- 27-JUN-2025 Case Summary
- 27-JUN-2025 Reablement Not
- 26-JUN-2025 Communication -
- 26-JUN-2025 Communication -
- 24-JUN-2025 FA ANR T1-T10
- 18-JUN-2025 Reablement Not

Note Type: SMU Tracking

Due Date: 03-JUL-2025 Date: 03-JUL-2025

Head Line: SMU Tracking NE

Note Details: BLOCKING REABLEMENT Tot Hrs 4 inc 2.25h/s
PSP Approved

Start Time: 12:28 End Time: 12:28

Outcome: SMU - Reablement

Creator: Date: 01-JUL-2025

Significant Event: ☐

Print Further Details Copy Attachments < Back Next > Save

Click ANR Form, GO

Report Options

Report/Output Name

- ANR - Insert Existing Services
- ANR Form
- CC Internal Contact Report
- CC Screening Report
- Case Notes
- Copy Questionnaire (Notes)
- DP Audit Orgs Returns Reminder Letter
- DP Audit Returns Reminder Letter

GO

Export Data Path

Cancel

Print Further Details Copy Attachments < Back Next > Save

CITY OF EDINBURGH COUNCIL
HEALTH AND SOCIAL CARE DEPARTMENT
Non-Residential and Supporting Services

ASSESSED NEEDS REQUEST

DATE OF REQUEST **24/06/2025**

Eassess No.

CLIENT INITIALS **AW** GENDER **F**
CLIENT'S SWIFT No. **2031370**
DATE OF BIRTH **01 APR 1944**
PRIORITY **A1 - Critical**
GP PRACTICE **MILL LANE SURGERY**
SECTOR **CC NE CLUSTER LEITH**
STREET **Cables Wynd**
POSTCODE **EH6 6DT**

ASSESSOR **[REDACTED]**
PHONE No. **[REDACTED]**
LOCATION **NE Locality**
OTHER CONTACT **Duty**
PHONE No. **0131 529 7101**
LOCATION **NE Locality**

☐ Client has an ILF service? ILF Provider:

VISIT		TIME(HRS)			TASK DETAIL	MATCHED SERVICES				
Day & Band	(Person care) PC	(Housing Support) HS	Total Visit Time	Carer No.		Provider	Start Time	Finish Time	Start Date	
Everyday	1	0.25		0.25	1	Med prompt Level 2	Callin Homecare	08.45	09.00	07/07/25
Monday	1		0.75	0.75	1	service user goes shopping everyday and is not able to recall what she has purchased so will complete a full food shop daily. Service user is unable to store food appropriately and leaves meat and items that need to go in the fridge/ freezer out on the counter. This results in the meat going mouldy and there is a distinct smell in her kitchen. Service user has filled her fridge and freezer with food but is unable to dispose of food once it has gone out of date which results in food going out of date in the fridge. Service user needs support to maintain this. Encourage service user into kitchen to throw out of date foods out and maintain kitchen hygiene. ensure this visit is tagged onto band 1 request for med prompt on a Monday	Callin Homecare	09:00	09:45	07/07/25
Wednesday	1		0.75	0.75	1	service user goes shopping everyday and is not able to recall what she has purchased so will complete a full food shop daily. Service user is unable to store food appropriately and leaves meat and items that need to go in the fridge/ freezer out on the counter. This results in the meat going mouldy and there is a distinct smell in her kitchen. Service user has filled her fridge and freezer with food but is unable to dispose of food once it has gone out of date which results in food going out of date in the fridge. Service user needs support to maintain this. Encourage service user into kitchen to throw out of date foods out and maintain kitchen hygiene. ensure this visit is tagged onto band 1 request for med prompt on a Wednesday	Callin Homecare	09:00	09:45	07/07/25
Friday	1		0.75	0.75	1	service user goes shopping everyday and is not able to recall what she has purchased so will complete a full food shop daily. Service user is unable to store food appropriately and leaves meat and items that need to go in the fridge/ freezer out on the counter. This results in the meat going mouldy and there is a distinct smell in her kitchen. Service user has filled her fridge and freezer with food but is unable to dispose of food once it has gone out of date which results in food going out of date in the fridge. Service user needs support to maintain this. Encourage service user into kitchen to throw out of date foods	Callin Homecare	09:00	09:45	07/07/25

						out and maintain kitchen hygiene. ensure this visit is tagged onto band 1 request for med prompt on a Friday.				

TOTAL WKLY HRS **1.75** **2.25** **4** ☐ Terminal Illness?

Other NEEDS that DIRECTLY impact on the above package of care

Female care workers preferred and a visit time no later than 0900am
Type 1 diabetic Nurses administer insulin

Medication Level 2

☐ Unsuitable for Reablement?

Other (please supply reason for unsuitability)

Accessing client's electronic files on G Drive

G Drive, HSC, HSC SWC, DUD, CC (Social Work Centre folder i.e. SW, NE, etc)
Search by client Swift number

The screenshot shows a Windows File Explorer window with the address bar path: **This PC > Departments (G:) > HSC > HSC-SWC > SUD > CC**. The left sidebar shows 'Quick access' and 'This PC' sections. The main pane displays a list of folders and files:

Name	Date modified	Type	Size
8390409 Dorothy Brown	21/07/2025 11:26	File folder	
Automation Exceptions	23/07/2025 18:20	File folder	
Automation MI Reports	23/07/2025 15:22	File folder	
Care Homes (CEC)	18/07/2025 15:32	File folder	
NE Clients	24/07/2025 08:27	File folder	
New folder	20/06/2025 09:22	File folder	
Not Allocated	01/07/2025 14:38	File folder	
NW	03/07/2025 08:45	File folder	
NW Clients	23/07/2025 23:33	File folder	
OVERNIGHT	24/07/2025 03:03	File folder	
Res Review Team	21/07/2025 14:51	File folder	
SE Clients	23/07/2025 16:19	File folder	
SW Clients	23/07/2025 17:36	File folder	
TAP	23/07/2025 10:33	File folder	
XEdinburgh	21/07/2025 12:51	File folder	
SE Clients - Shortcut	18/07/2025 07:32	Shortcut	2 KB

Below this, a second screenshot shows the 'NE Clients' folder expanded, displaying a list of folders named '999 - FOLDER MASTER' followed by copy numbers (1) through (10). The address bar path is **Departments (G:) > HSC > HSC-SWC > SUD > CC > NE Clients**. A search bar at the top right of the folder view contains the text 'Search NE Clients'.