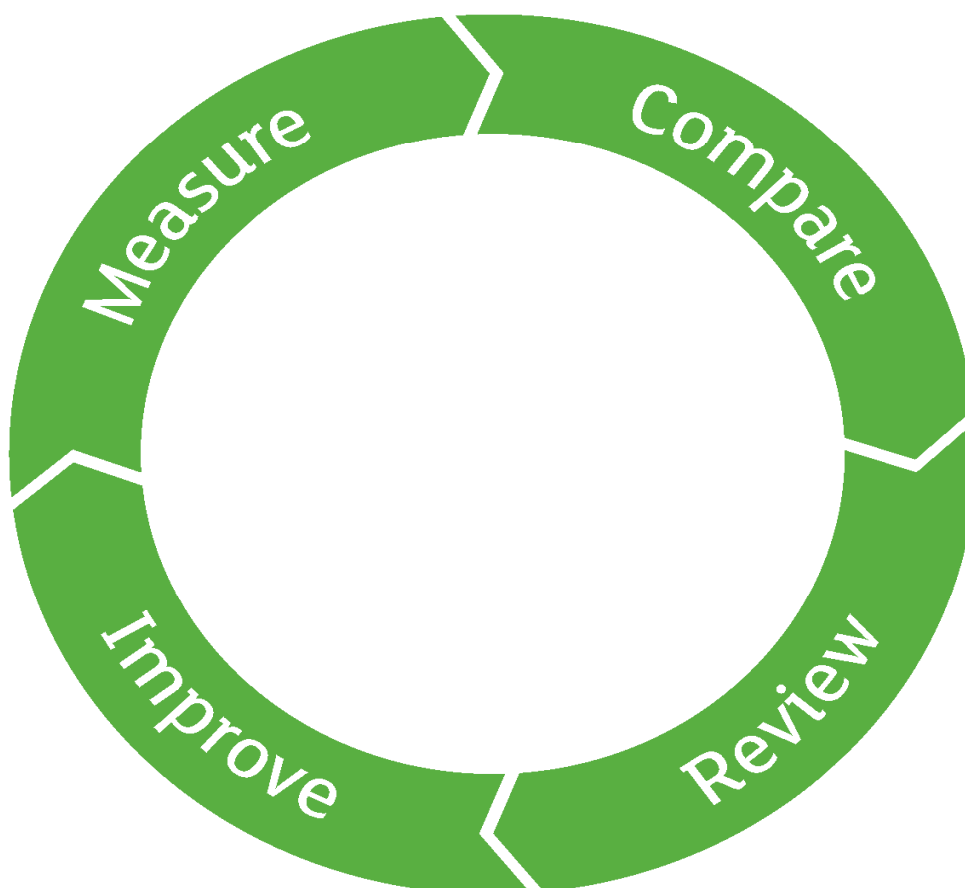


Analytics & Research

financial assessments

2017 - Barchester Comparator Report



This is a sample report. The averages contained within this report have been adjusted so they do not reflect true club averages.

Normally we would include a separate key with this report which would indicate which letter stood for which comparator.

INTRODUCTION

This comparator report compares your performance with the authorities which you self-selected listed on the Appendix page. It is divided into 10 sections.

| | Page |
|-----------------------------------|------|
| 1. Summary | 6 |
| 2. Workload Measures | 7 |
| 3. The Cost of Assessments Work | 9 |
| 4. Staff by Pay Band | 13 |
| 5. Performance Measures | 14 |
| 6. Charging Policy | 20 |
| 7. Disability Related Expenditure | 27 |
| 8. Self Directed Payments | 28 |
| 9. Welfare Benefits Uptake | 33 |
| 10. IT Information | 34 |

Section 1 - Summary

This section shows the overall financial effectiveness of local authorities by looking at a summary of **cost, income and billing**. It also shows timeseries for the **cost per user** and **cost as a percentage of income** for both **residential** and **non-residential care**.

Section 2 - Workload Measures

This section concentrates on three key workload measures. These are the **number of service users per '000 of population**, **the value of debt raised per user** and **assessments per user**.

Section 3 - The Cost of Assessments Work

This section looks at the key costing information for Financial Assessments. It begins by looking at the **staff cost of assessments work**.

Following this is a comparison of the **unit costs by type of assessment**. Ratios are used to show the cost difference in performing **new assessments** and **re-assessments** and also **residential** and **non-residential assessments**.

Further to this is some analysis on the **cost of assessment per service user** for **residential** and **non-residential assessments**, the **cost of assessments as a percentage of income assessed** for **residential** and **non-residential assessments** and finally **the number of assessments conducted per FTE**.

Section 4 - Staff by Pay Band

The comparisons in this section show how much you pay your staff. Staff pay bands are shown for **all staff** performing assessments work.

Section 5 - Performance Measures

This section looks at:

- **Measuring assessments procedures** - who conducts the assessments and how they are carried out, variations in unit costs for new assessments and the proportion of first assessment that involved a visit for residential and non-residential care.
- **Time to complete assessments** - residential and non-residential.
- **Collection performance for debt/income recovery** - feedback of debt brought forward, collected, written-off and outstanding as a percentage of debt raised for residential and non residential income.
- **Deferred payment arrangements** - the number of DPA's, who undertakes valuations for DPA's and admin fees.
- **Property information** - Property valuation and charges information.
- **Recovery action** - the number of claims to court and success rates.
- **Direct Debit** - the percentage of residential and non-residential service users that pay via Direct Debit and information on AUDDIS and variable Direct Debits.

Section 6 - Charging Policy

This section feeds back information on **standard charges, maximum charges** and **how the charges are collected**. Standard charges in 2016/17 are displayed graphically with explanation on the changes anticipated for 2017/18. For responsibility and collection of methods, these are presented graphically after brief explanations on maximum charges. The following page shows the proportion of users actually paying various amounts.

Section 7 - Disability Related Expenditure

Here we show various calculations derived from the total annual expenditure on DRE. These include the **average DRE per receiver** and **average DRE per assessed service user**.

Section 8 - Self Directed Payments

Here we feedback the information on both the **number and type of Personal Budgets** and **Direct Payments accounts** in place at 31/03/2017.

Section 9 - Welfare Benefits Uptake

In this section we show feedback on the **number of claims entered** and the **number successful**. For each **type of claim** there is a graph that shows the **percentage of claims successful** compared to the **group average**.

Section 10 - IT Information

This section shows the **IT systems** that local authorities use for **calculating assessments** whether they make use of **online assessments, mobile assessments** or **pre-paid card systems**.

PREFACE

This report compares your data with the group of authorities specified in the introduction.

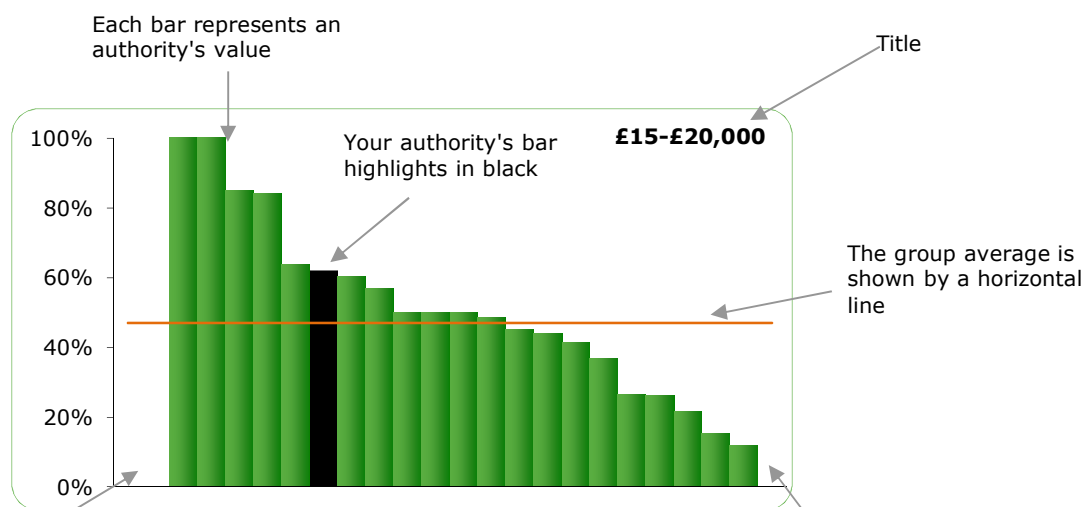
Throughout the report your figures are shown in tables and in graphical form. If you are not familiar with our reports we hope this page will help you to better understand the way we present this data.

Averages: Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

Charts: We display a large amount of data on charts as this allows us to show the data for the entire group efficiently and gives far more information than a simple average (i.e. range of data, individual authority values etc...). Below we

Bar Charts: These are our standard method of displaying a full set of data

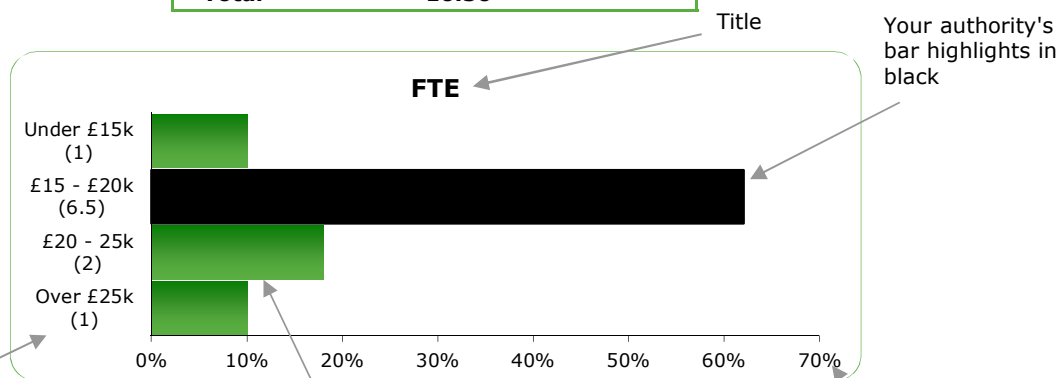
Vertical:



'Missing bars' on the left represent missing data or excluded data and are not included in calculating the average

'Missing bars' on the right represent zero values and are included in the average

Horizontal:

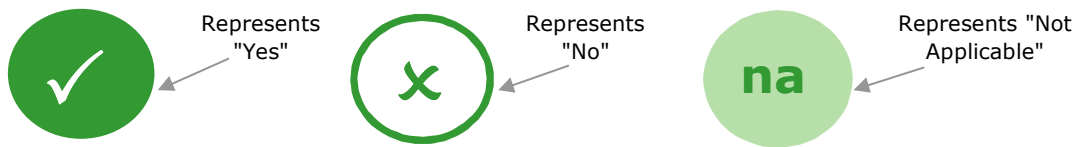


Shows the different headings with the number value in brackets

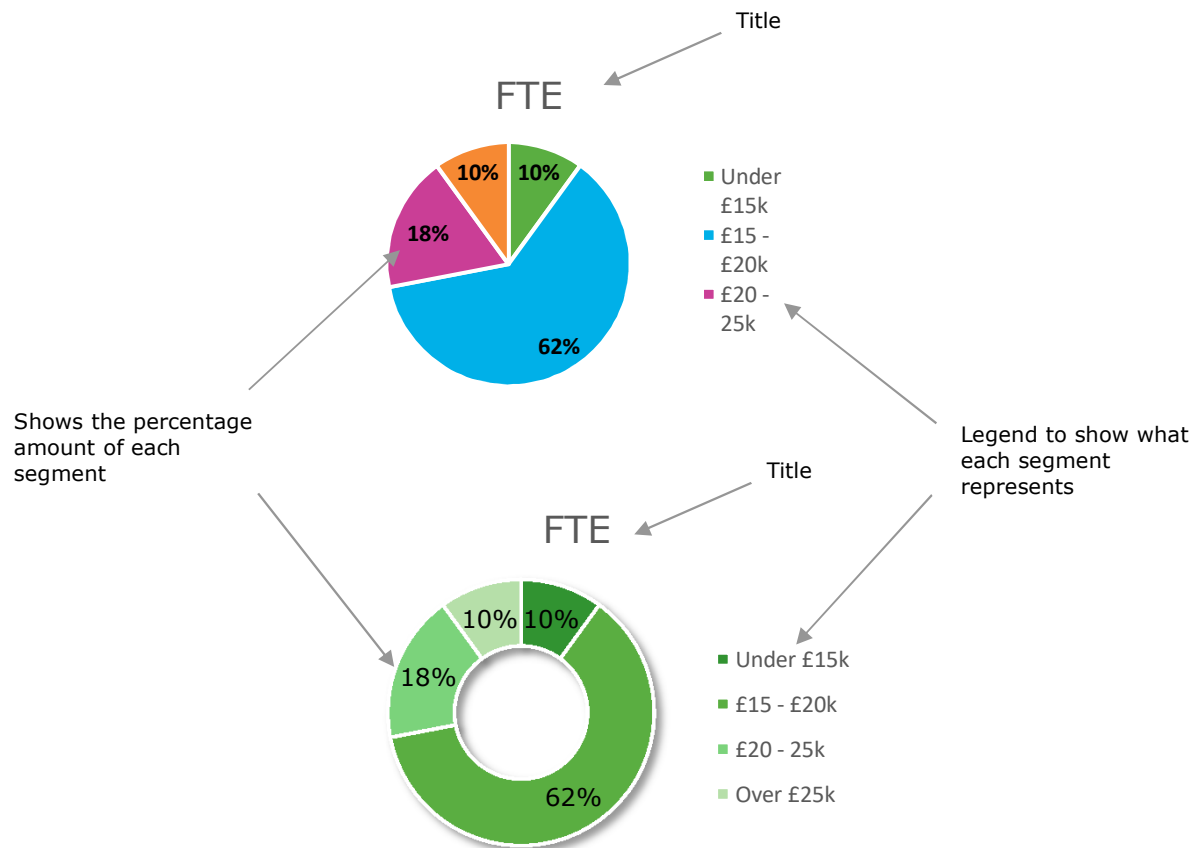
The other bars show other LA responses

Shows the number value as a percentage

Picture images:



Pie/Donut Charts:

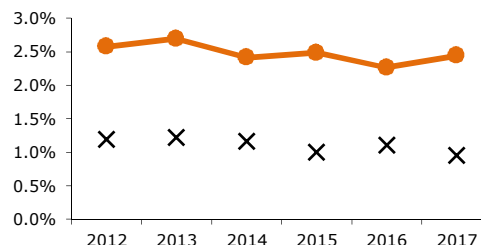


SUMMARY - Overall Financial Effectiveness

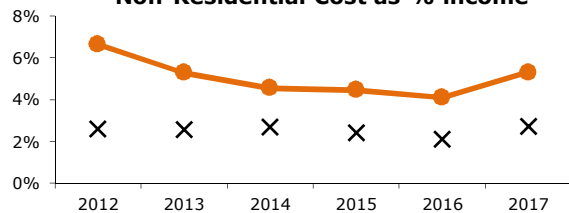
Cost and Income

| | Residential | Non-Residential |
|----------------|-------------|-----------------|
| Users | 1,205 | 3,226 |
| Income (£'000) | 7,577 | 4,662 |
| Cost (£'000) | 72 | 127 |
| Cost % Income | 1.0% | 2.7% |
| Average | 2.3% | 4.4% |
| Cost/user | £60 | £39 |
| Average | £109 | £55 |

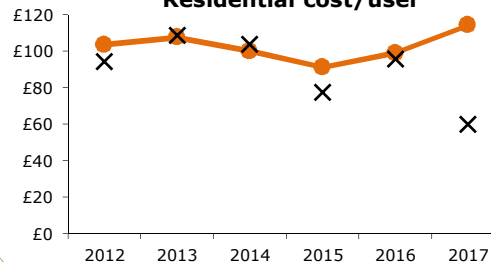
Residential Cost as % income



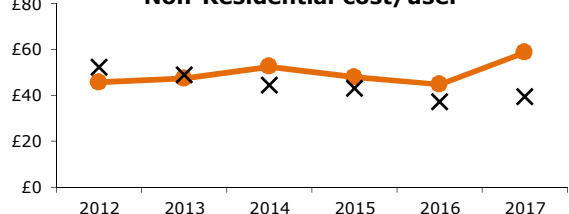
Non-Residential Cost as % income



Residential cost/user



Non-Residential cost/user



KEY:

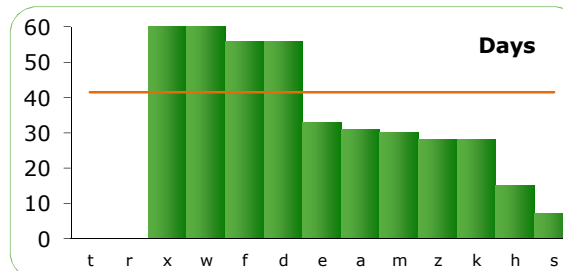
● Club Average
X Barchester

Billing

Billed/Cost for Care

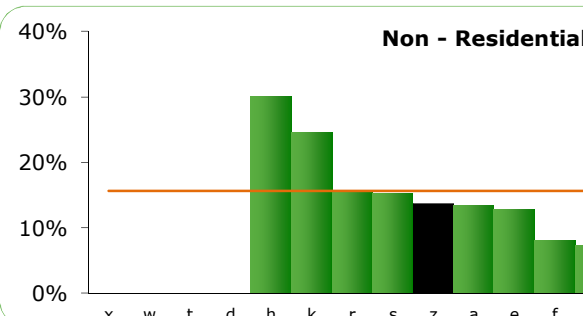
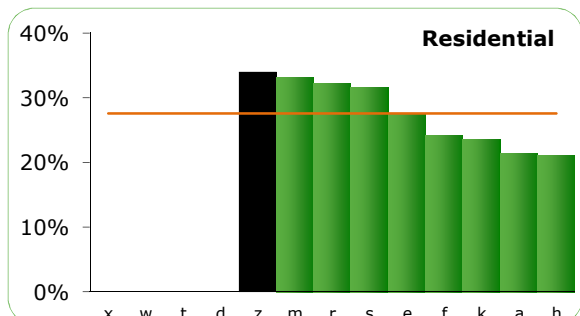
| | Amount billed (£'000) | Cost for Care (£'000) | Billed/Care % |
|-----------------|-----------------------|-----------------------|---------------|
| Residential | 7,577 | 22,350 | 34% |
| Average | 15,493 | 63,565 | 28% |
| Non-residential | 4,662 | 33,982 | 14% |
| Average | 4,801 | 37,781 | 16% |

Length of time for bill since assessment completion



Barchester: 28
Average: 41

Percentage billed in relation to total cost



Source: Assessments Questionnaire, Sections 2 and 6

SECTION 2 - WORKLOAD MEASURES

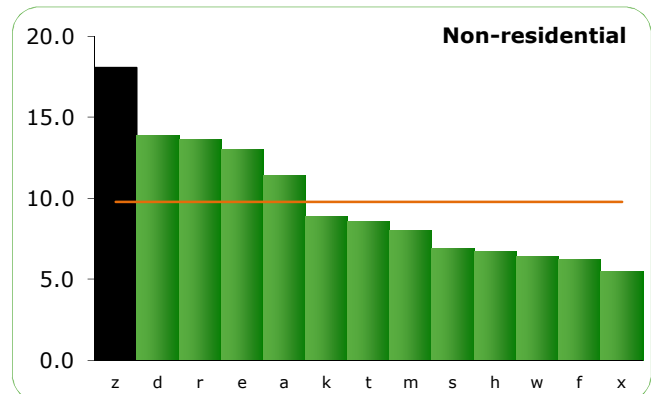
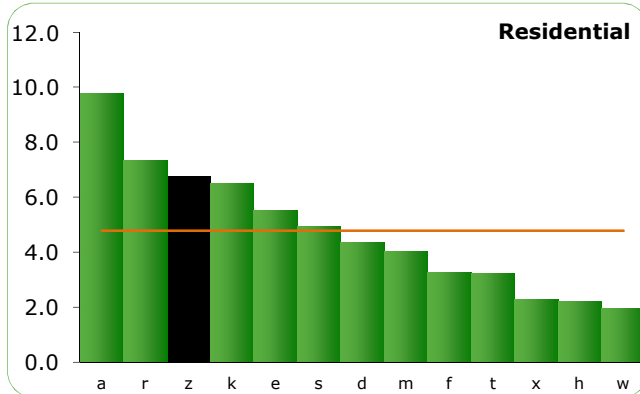
SERVICE USERS PER '000 POPULATION

| Numbers receiving service 2016/17 | | | |
|-----------------------------------|-------|--------------------|-----|
| | Users | Users per 1000 Pop | Avg |
| Residential | 1,205 | 6.8 | 4.8 |
| Non-residential | 3,226 | 18.1 | 9.8 |

POPULATION
'000*

178.5

* Mid-year 2016 estimate from ONS.

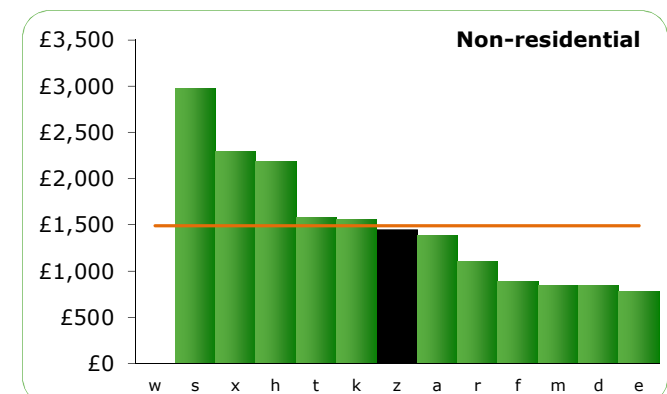
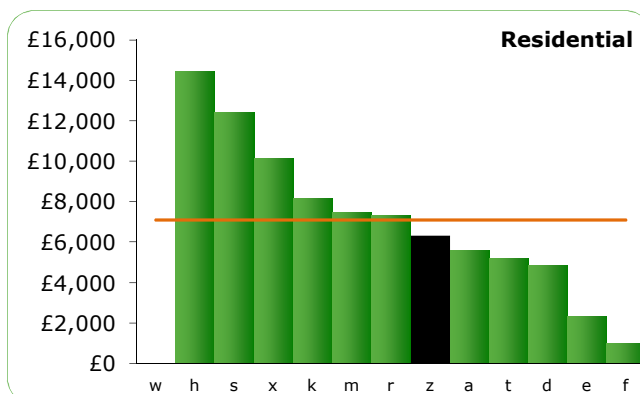


INCOME 2016/17

| Value of debit raised £'000 | | | | |
|-----------------------------|---------|---------|--------------|--------|
| | 2016/17 | 2017/18 | £/user 16/17 | |
| | | | £ | Avg |
| Residential | 7,577 | 7,914 | £6,288 | £7,088 |
| Non-residential | 4,662 | 5,370 | £1,445 | £1,489 |

For Barchester, the income for residential assessments is expected to increase by £337k between 2016/17 and 2017/18 and the income for non-residential assessments, it is expected to increase by £708k.

The graphs below show the value of income per user in 2016/17.

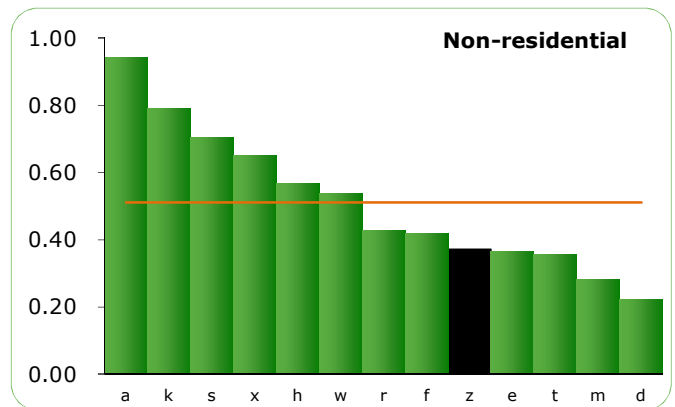
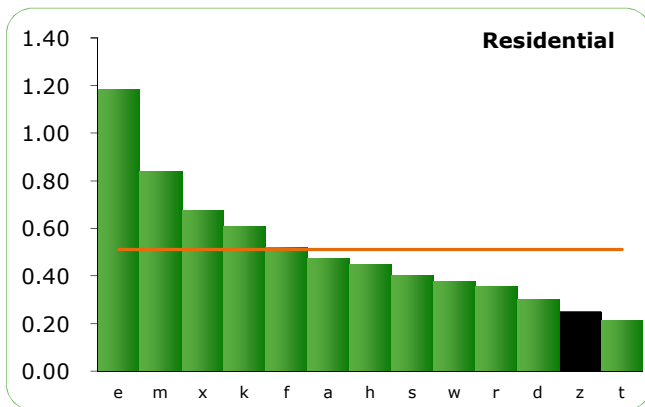


Source: Assessments Questionnaire, Section 2

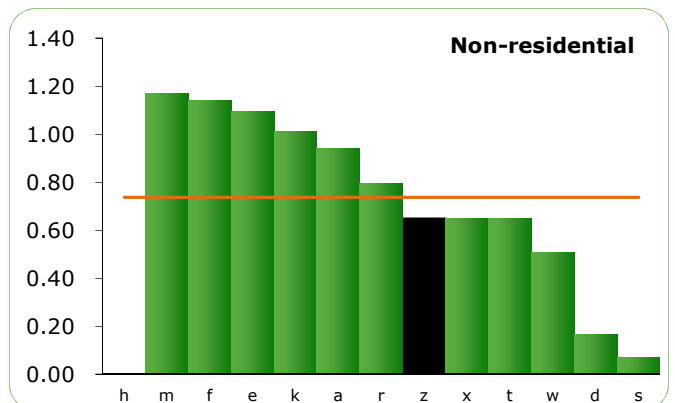
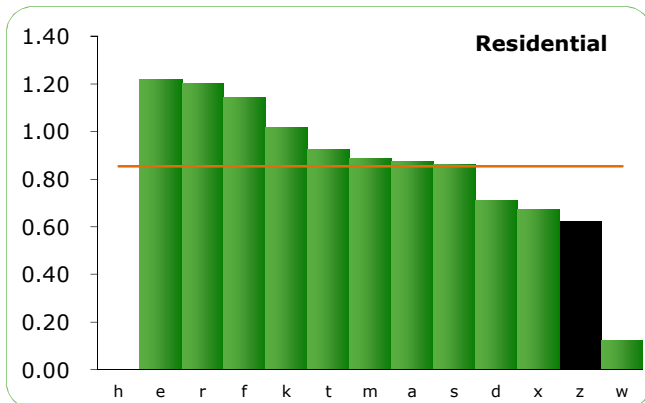
ASSESSMENTS PER USER 2017/18

| Number of assessments | | Ass'ts/user 17/18 | | | |
|-----------------------|-----------------|-------------------|--------------|------|------|
| | | 2016/17 | 2017/18 | No. | Avg |
| New | Residential | 298 | 300 | 0.25 | 0.51 |
| | Non-residential | 1,121 | 1,200 | 0.37 | 0.51 |
| Re-ass | Residential | 892 | 750 | 0.62 | 0.85 |
| | Non-residential | 2,033 | 2,100 | 0.65 | 0.74 |
| Total | | 4,344 | 4,350 | | |

New assessments per user 2017/18



Re-assessments per user 2017/18

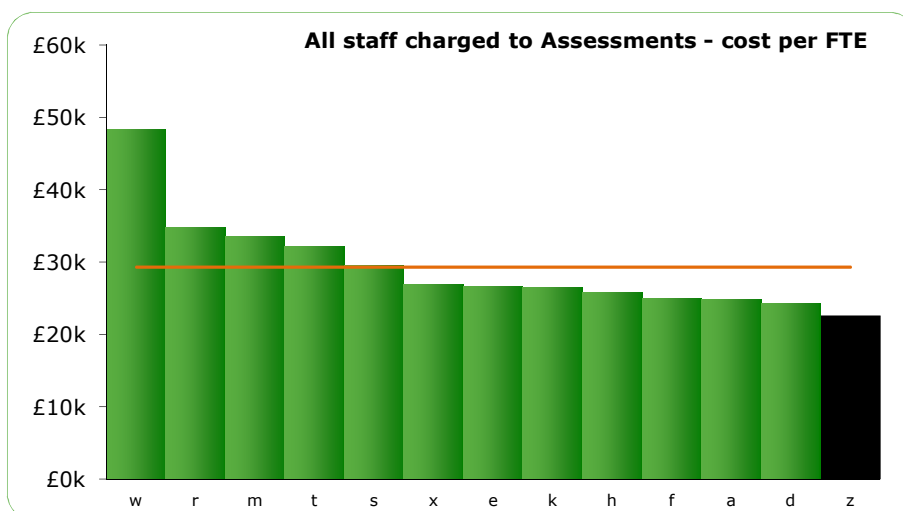
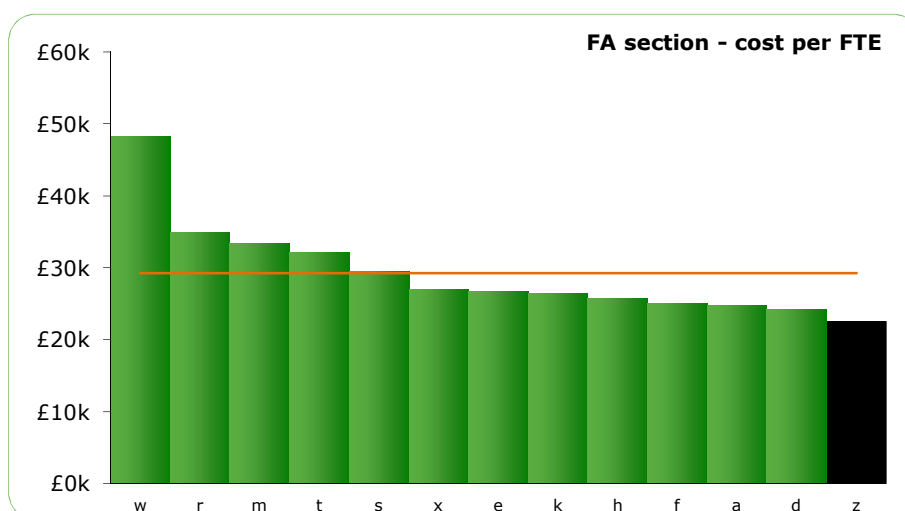


Source: Assessments Questionnaire, Section 2

SECTION 3 - THE COST OF ASSESSMENTS WORK

COST BY STAFF TYPE

| Cost of assessments work | | | | |
|--------------------------|------------|------------|----------------|----------------|
| | FTE Staff | Cost £'000 | Cost per FTE | Avg |
| FA Section staff | 8.9 | 200 | £22,540 | £29,280 |
| Other staff | 0.0 | 0 | na | na |
| Other work | 0.0 | 0 | | |
| Charged to Ass'ts | 8.9 | 200 | £22,540 | £29,279 |

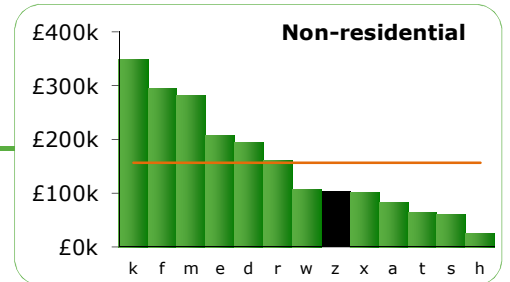
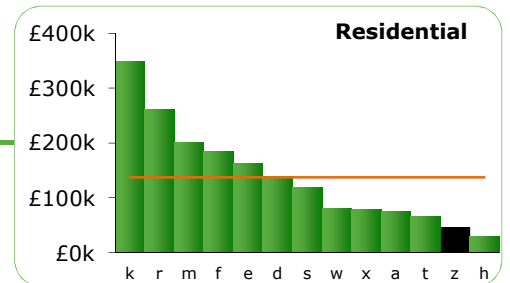
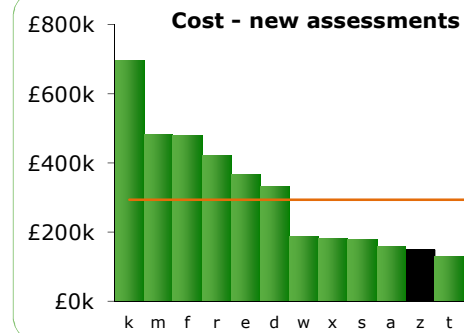


Source: Assessments Questionnaire, Section 3a

COSTS BY ACTIVITY

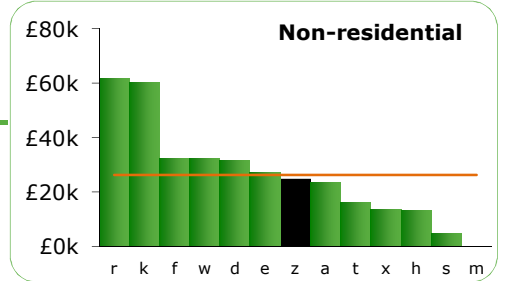
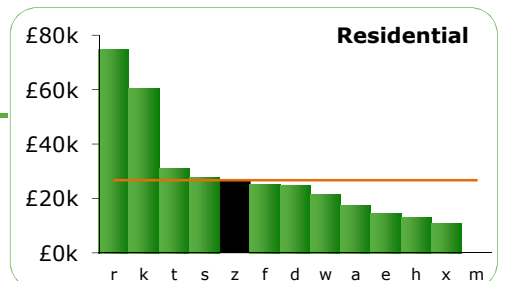
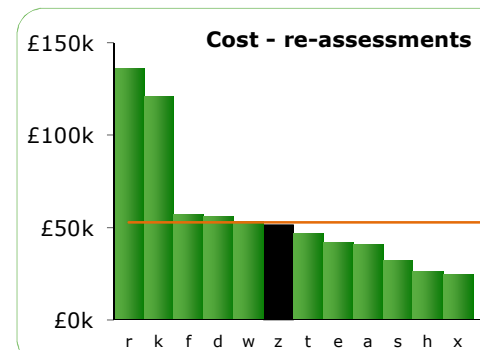
Cost by assessment

| | New | | Re-Assessments | |
|------------------------|-------------|--------------|----------------|-------------|
| | Res | Non-res | Res | Non-res |
| Gathering information | £15k | £56k | £27k | £25k |
| Average | £49k | £58k | £27k | £26k |
| Calculating charges | £21k | £8k | | |
| Average | £61k | £59k | | |
| Welfare benefits check | £6k | £4k | | |
| Average | £17k | £28k | | |
| Collection of income | £4k | £35k | | |
| Average | £9k | £12k | | |
| Total cost | £46k | £103k | | |
| Average | £137k | £156k | | |



| Cost by assessment | Relative cost ratios | |
|------------------------|----------------------|----------------|
| | Res/Non* | New/Re-Ass |
| Gathering information | 0.3 : 1 | 1.4 : 1 |
| Average | 0.8 : 1 | 2.0 : 1 |
| Calculating charges | 2.8 : 1 | |
| Average | 1.0 : 1 | |
| Welfare benefits check | 1.5 : 1 | |
| Average | 0.6 : 1 | |
| Collection of income | 0.1 : 1 | |
| Average | 0.8 : 1 | |
| Total cost | 0.4 : 1 | |
| Average | 0.9 : 1 | |

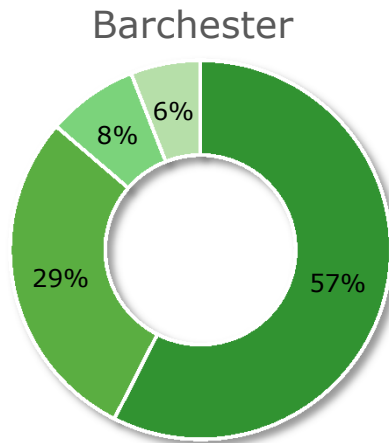
*New assessments only



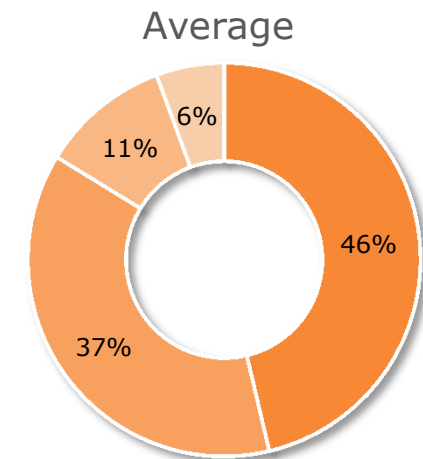
Source: Assessments Questionnaire, Section 3b

COSTS - NEW ASSESSMENTS

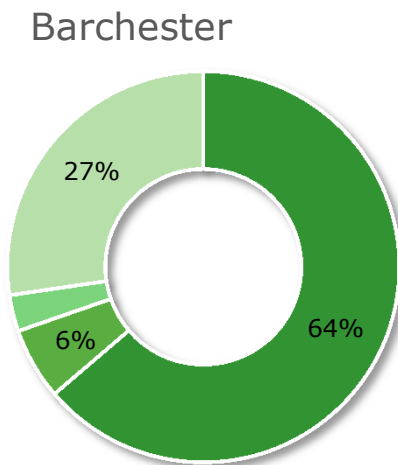
Residential



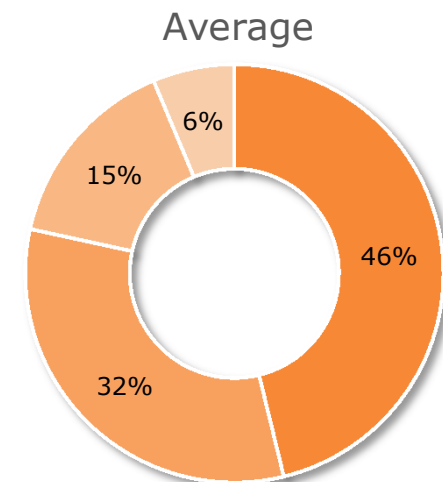
| | | |
|-------------|------------------------|-------------|
| £42k 57% | Gathering financial | £76k 46% |
| £21k 29% | Welfare benefits check | £61k 37% |
| £6k 8% | Calculating charges | £17k 11% |
| £4k 6% | Collection of income | £9k 6% |



Non-residential



| | | |
|-------------|------------------------|-------------|
| £81k 64% | Gathering financial | £84k 46% |
| £8k 6% | Welfare benefits check | £59k 32% |
| £4k 3% | Calculating charges | £28k 15% |
| £35k 27% | Collection of income | £12k 6% |



The charts above only have labels for percentages greater than 5%.

Source: Assessments Questionnaire, Section 3b

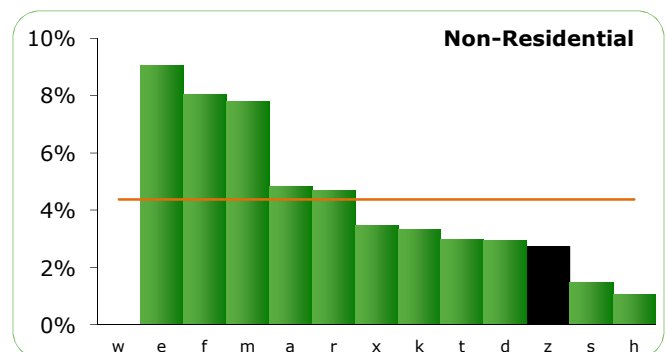
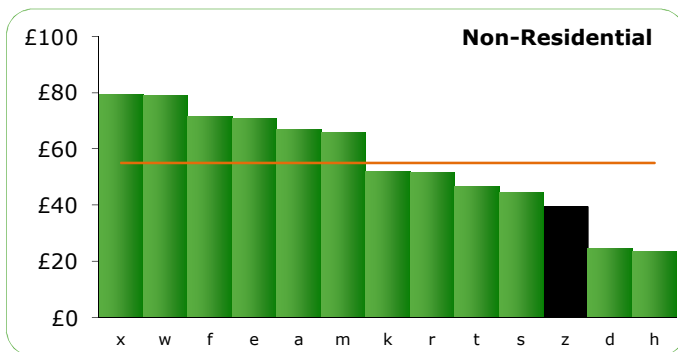
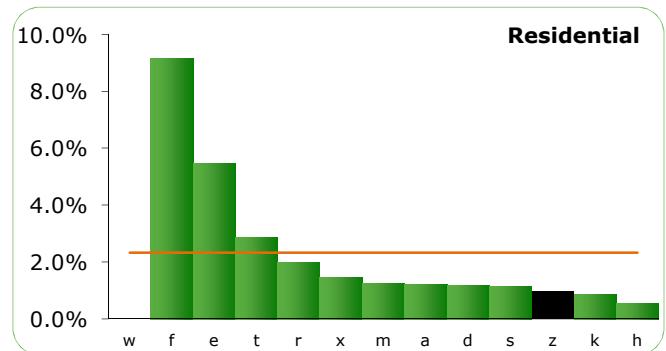
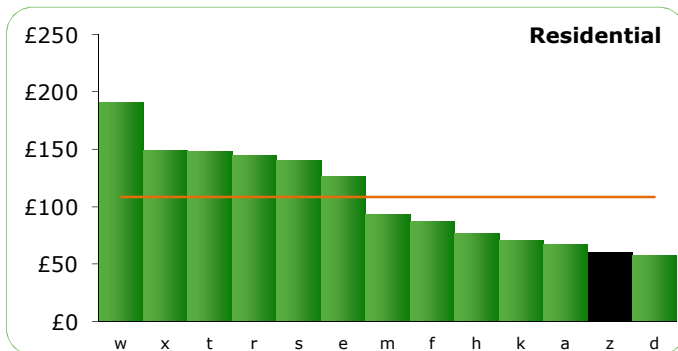
ADDITIONAL COST INFORMATION

COST OF ASSESSMENTS PER USER

| Cost of assessments/user | | | | |
|--------------------------|-------|--------------|-----------|------|
| | Users | Cost (£'000) | Cost/user | Avg |
| Residential | 1,205 | 46 | £60 | £109 |
| Non-residential | 3,226 | 103 | £39 | £55 |

COSTS OF ASSESSMENTS AS A % OF INCOME

| Cost of assessments as a % of 2016/17 income | | | | |
|--|----------------|--------------|------|------|
| | Income (£'000) | Cost (£'000) | % | Avg |
| Residential | 7,577 | 46 | 1.0% | 2.3% |
| Non-residential | 4,662 | 103 | 2.7% | 4.4% |

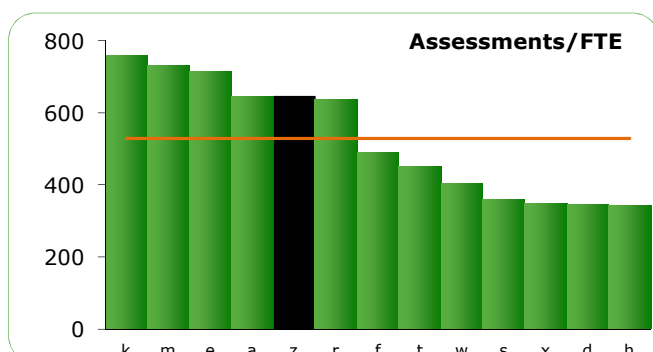


ADDITIONAL INFORMATION

ASSESSMENTS CONDUCTED PER FTE

| Assessments/FTE | | | | |
|-----------------|-------------|------|---------|-----|
| | Assessments | FTE* | Ass/FTE | Avg |
| Total | 4,344 | 6.7 | 645 | 528 |

* For comparability and consistency any FTE time spent performing collection work has been removed, as this is not part of the cost benchmark.

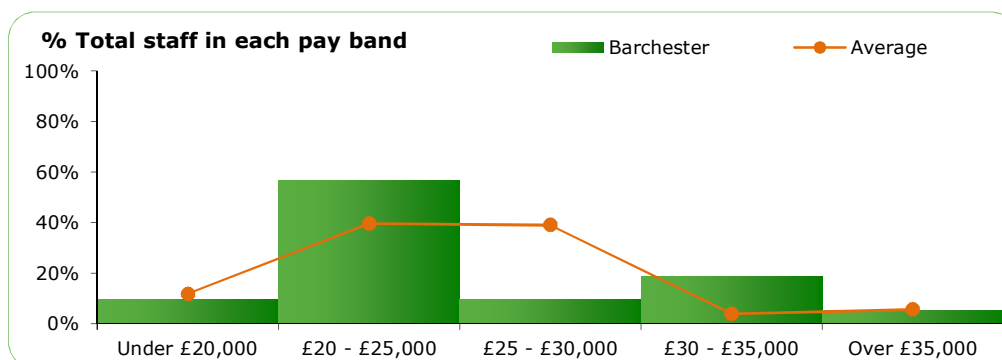
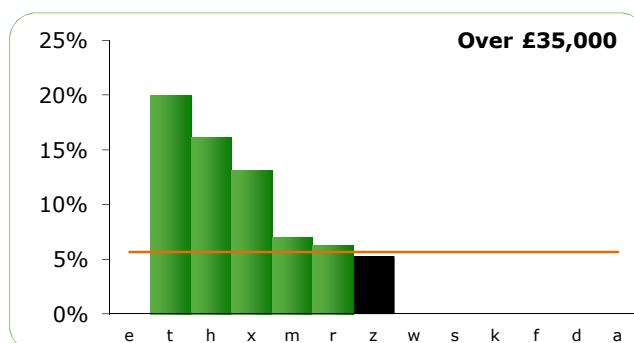
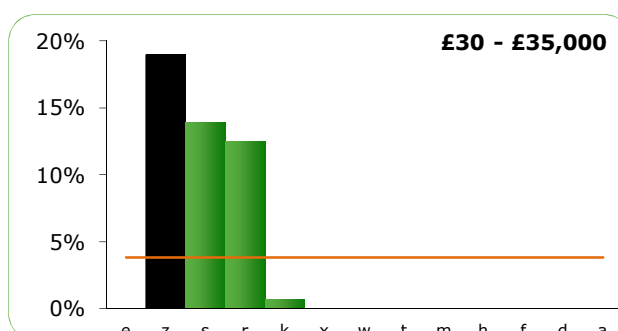
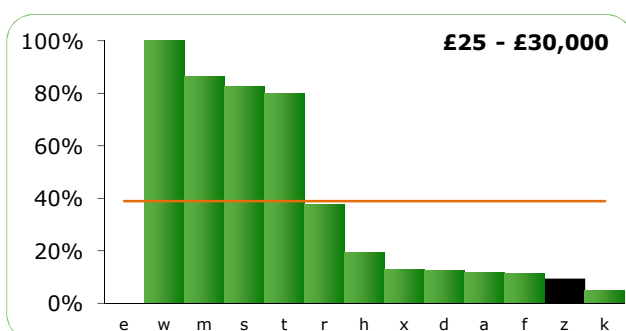
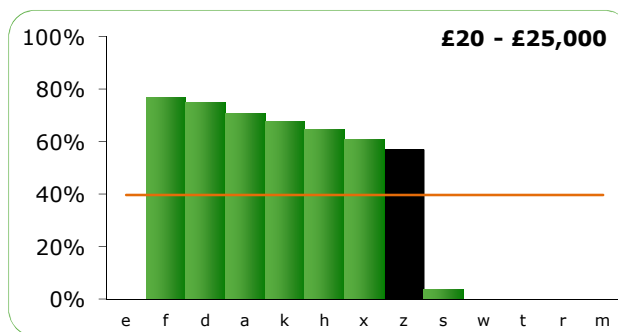
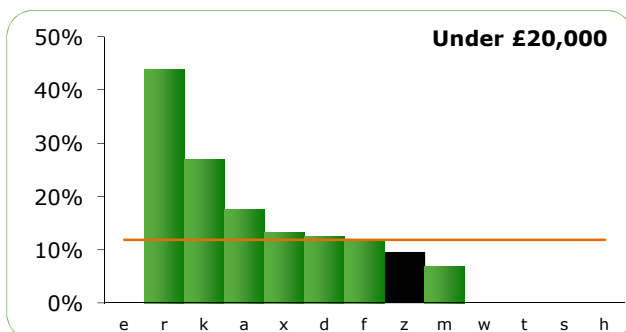


Source: Assessments Questionnaire, Sections 2 & 3

SECTION 4 - STAFF BY PAY BAND

TOTAL STAFF BY PAY-BAND

2016/17 salaries including local weighting, but excluding overtime, car allowances, and without adding NI & superannuation.



| | FTE | % | Avg |
|---------------|--------------|-------|-------|
| Under £20,000 | 2.00 | 9.5% | 11.8% |
| £20 - £25,000 | 12.00 | 56.9% | 39.6% |
| £25 - £30,000 | 2.00 | 9.5% | 39.0% |
| £30 - £35,000 | 4.00 | 19.0% | 3.8% |
| over £35,000 | 1.10 | 5.2% | 5.6% |
| Total | 21.10 | | |

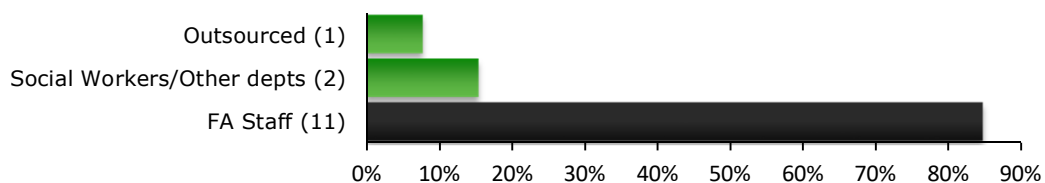
Source: Assessments Questionnaire, Section 3c

SECTION 5 - PERFORMANCE MEASURES

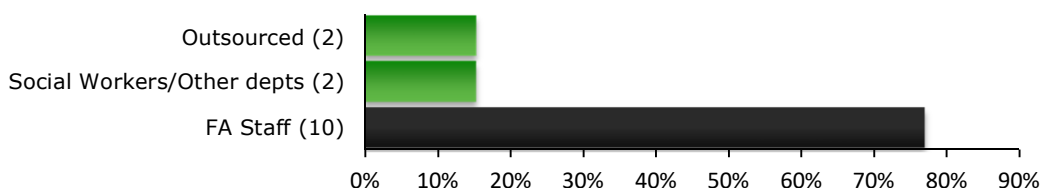
MEASURING ASSESSMENT PROCEDURES

Who conducts assessments?

Residential



Non - Residential



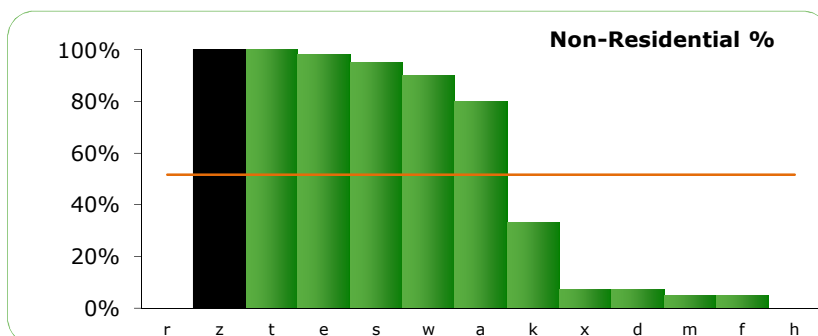
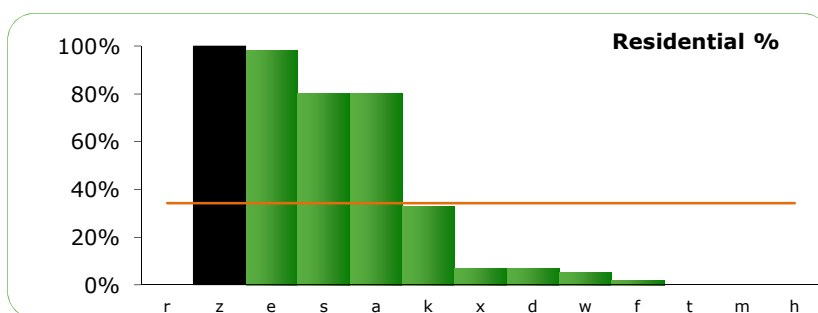
Variatons in unit cost for new assessments

Residential vs non-residential

| | Res | Avg | Non-res | Avg | Ratio | Avg Ratio |
|--------------------------|-----|------|---------|-----|-------|-----------|
| Unit cost per assessment | £86 | £244 | £56 | £95 | 2 : 1 | 2 : 1 |

Proportion of first assessments involving a visit

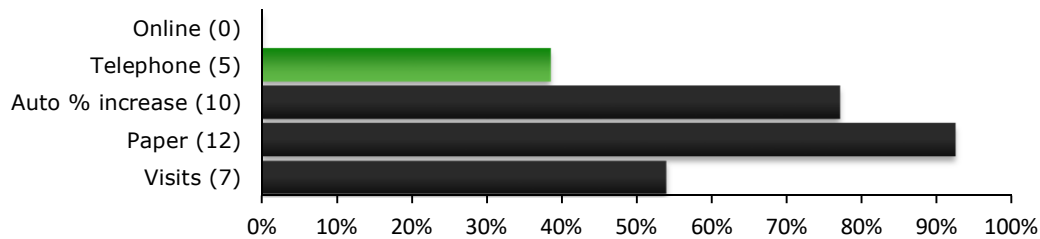
| First Visit | % | Avg |
|-----------------|------|-----|
| Residential | 100% | 34% |
| Non-residential | 100% | 52% |



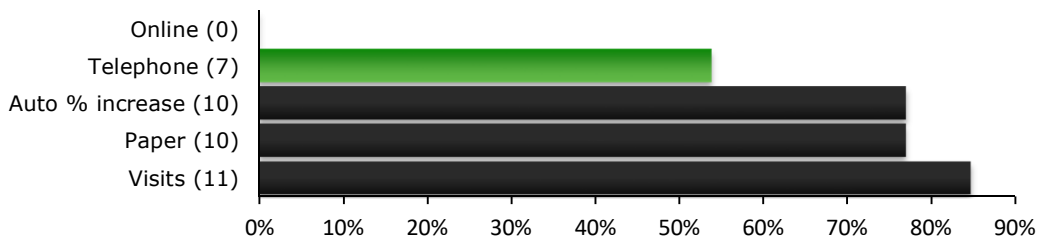
Source: Assessments Questionnaire, Sections 6 and 11

How are the re-assessments carried out?

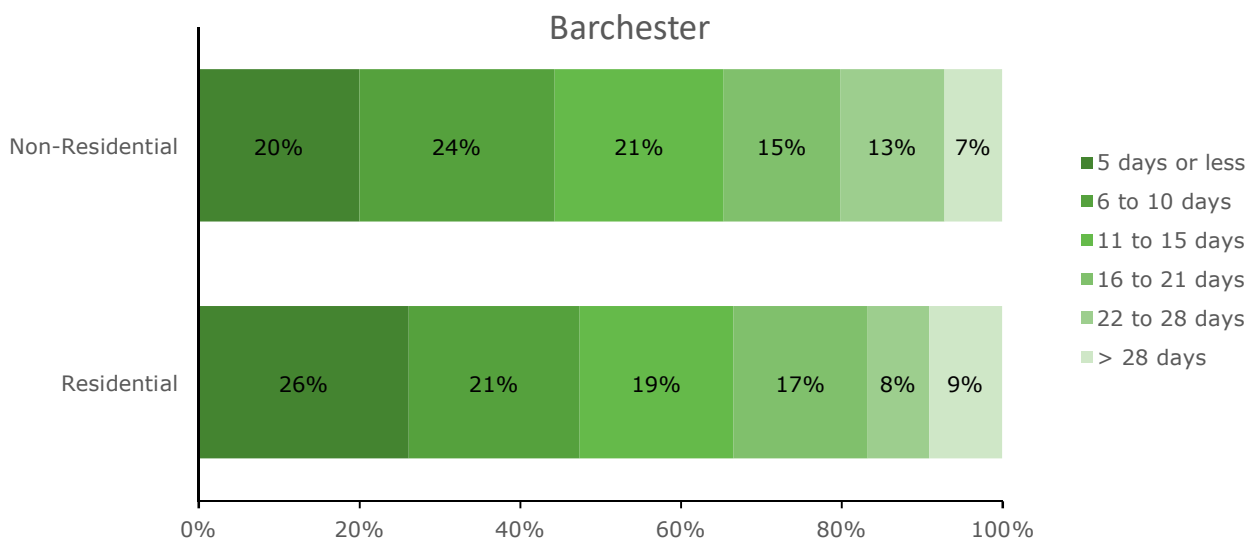
Residential



Non - Residential



TIME TO COMPLETE ASSESSMENTS



The chart above only has labels for percentages greater than 5%.

| Days to complete | Residential | | Non - Residential | |
|------------------|-------------|-----|-------------------|-----|
| | % | Avg | % | Avg |
| 5 days or less | 26% | 38% | 20% | 47% |
| 6 to 10 days | 21% | 18% | 24% | 21% |
| 11 to 15 days | 19% | 13% | 21% | 11% |
| 16 to 21 days | 17% | 8% | 15% | 10% |
| 22 to 28 days | 8% | 11% | 13% | 5% |
| > 28 days | 9% | 12% | 7% | 6% |

Source: Assessments Questionnaire, Sections 6 and 11

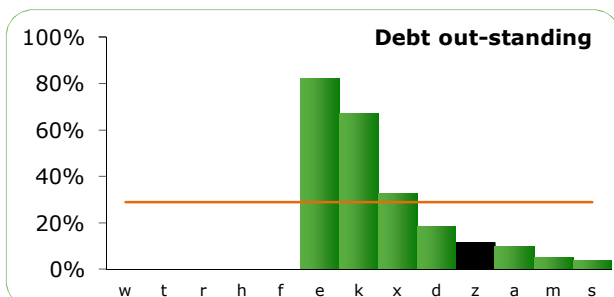
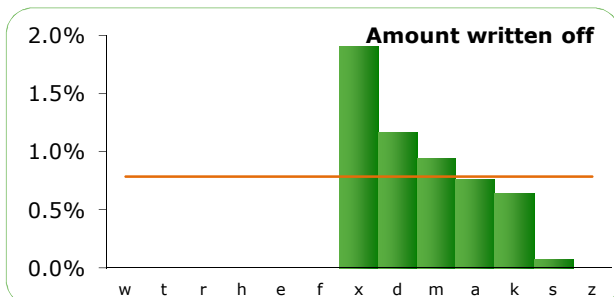
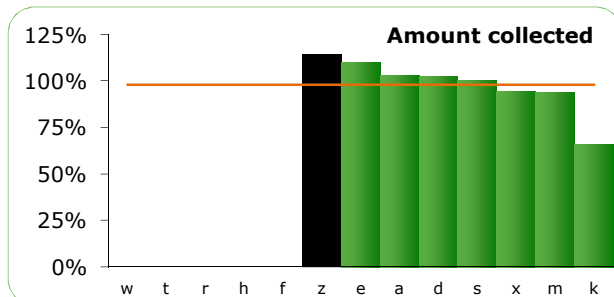
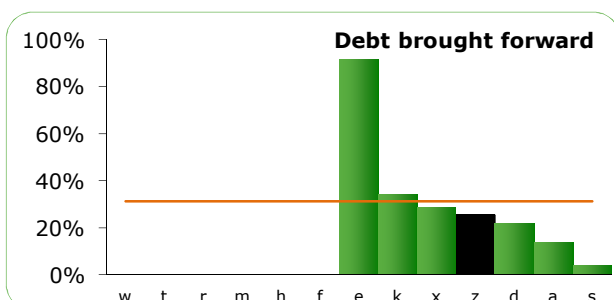
COLLECTION PERFORMANCE FOR DEBT/INCOME RECOVERY

| | Residential | | | Non-residential | | |
|-------------------------------|-------------|---------------|------|-----------------|---------------|------|
| | £'000 | % Ann. charge | Avg | £'000 | % Ann. charge | Avg |
| Debt brought forward 01/04/16 | 1,926 | 25% | 31% | 297 | 6% | 18% |
| Charges assessed* | 7,577 | 100% | 100% | 4,662 | 100% | 100% |
| Collected* | 8,640 | 114% | 98% | 4,576 | 98% | 101% |
| Written off* | - | 0.0% | 0.8% | 30 | 0.6% | 1.9% |
| Out-standing 31/03/17 | 863 | 11% | 29% | 353 | 8% | 13% |
| Income secured included | 1,165 | 15% | 19% | - | na | 1% |
| Income secured not included | 1,162 | 15% | 6% | - | na | na |

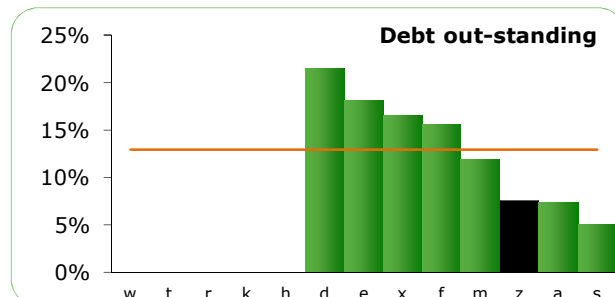
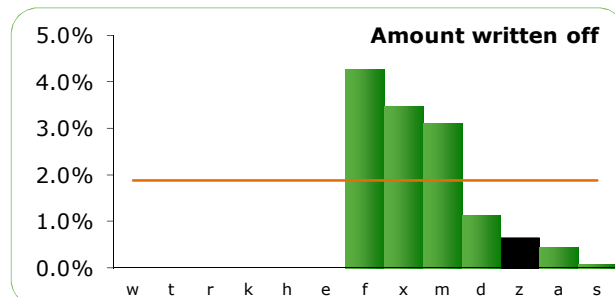
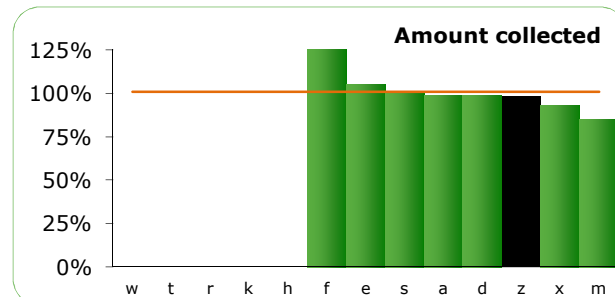
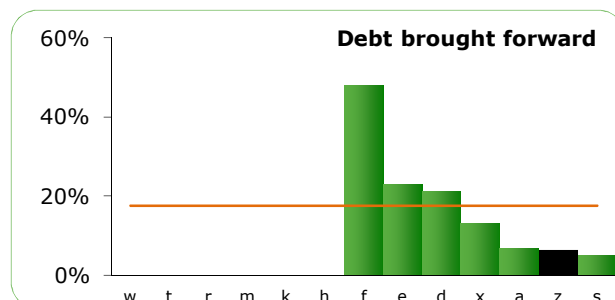
* Assessed, collected, or written off during 2016/17

| | No. | Avg | No. | Avg |
|--|-----|-----|-----|-----|
| No. properties on which income secured | 87 | 85 | 0 | 4 |

Residential



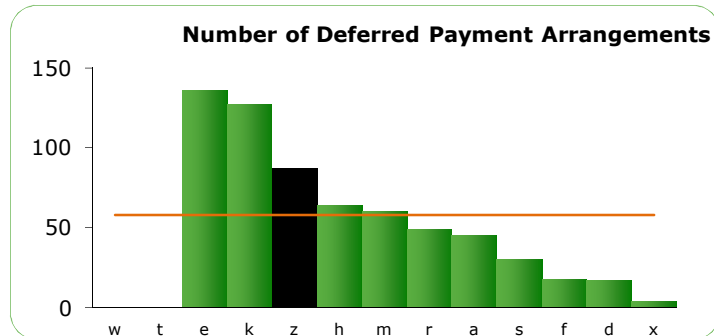
Non-residential



Source: Assessments Questionnaire, Section 7a

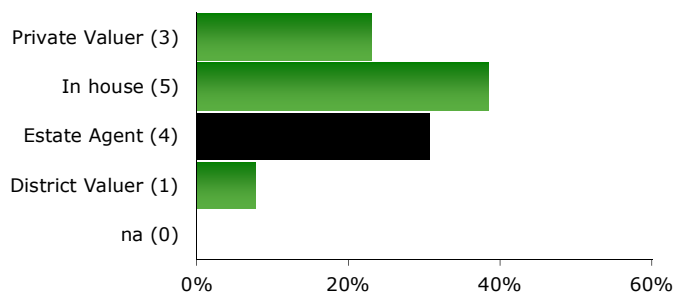
DEFERRED PAYMENT ARRANGEMENTS

| | Number | Avg |
|-----------------|--------|-----|
| Number of DPA's | 87 | 58 |



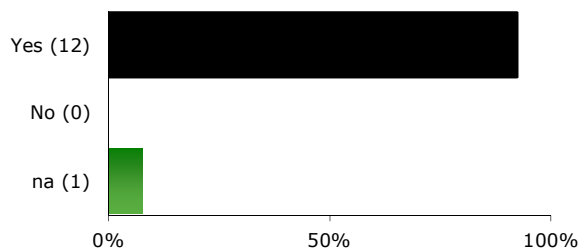
Who undertakes valuations for DPA's?

| | Number | % |
|-----------------|--------|-----|
| Private Valuer | 3 | 23% |
| In house | 5 | 38% |
| Estate Agent | 4 | 31% |
| District Valuer | 1 | 8% |
| na | 0 | 0% |



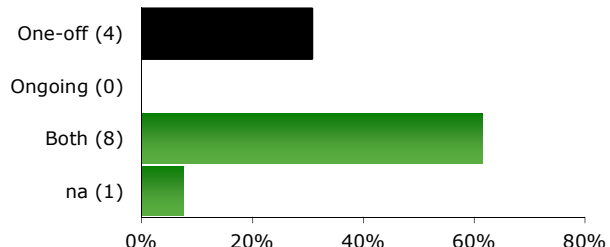
Do you charge an admin fee?

| | Authorities | % |
|-----|-------------|-----|
| Yes | 12 | 92% |
| No | 0 | 0% |
| na | 1 | 8% |

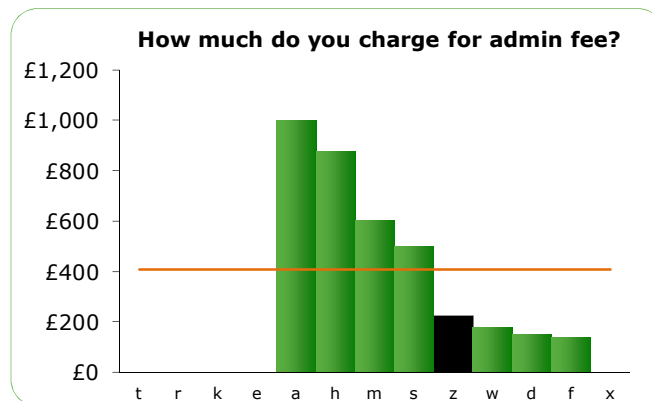


Is admin fee a one-off or ongoing/compound?

| | Authorities | % |
|---------|-------------|-----|
| One-off | 4 | 31% |
| Ongoing | 0 | 0% |
| Both | 8 | 62% |
| na | 1 | 8% |



| | Number | Avg |
|------------------|--------|------|
| Admin fee charge | £225 | £408 |



Source: Assessments Questionnaire, Section 7b

PROPERTY INFORMATION

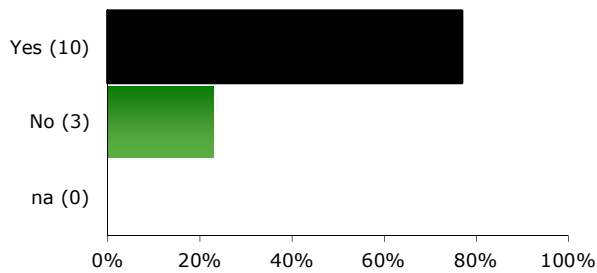
Do you complete a land registry search for all clients in residential care?

| | Authorities | % |
|-----|-------------|-----|
| Yes | 10 | 77% |
| No | 3 | 23% |
| na | 0 | 0% |

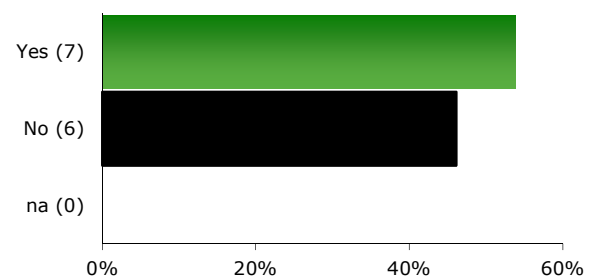
Do you offer voluntary charges against properties?

| | Authorities | % |
|-----|-------------|-----|
| Yes | 7 | 54% |
| No | 6 | 46% |
| na | 0 | 0% |

Land registry search for all clients?



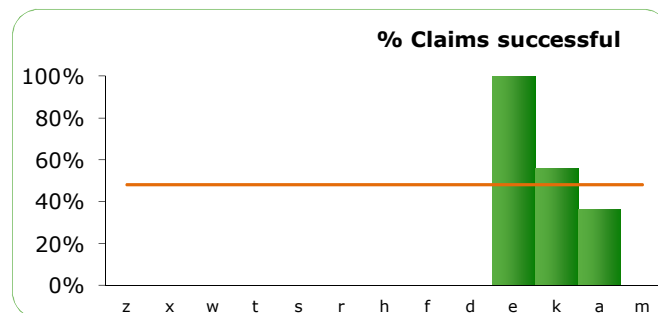
Voluntary charges against properties?



RECOVERY ACTION

Claims to court in last 12 months

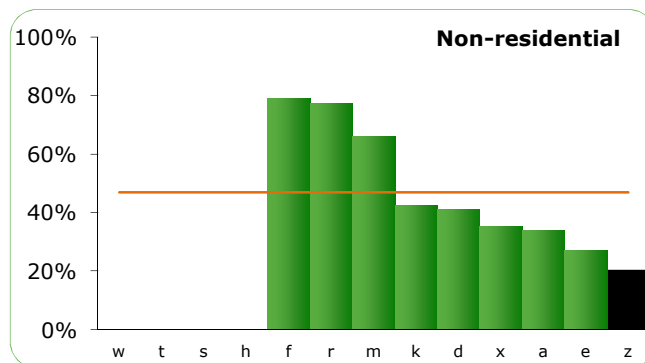
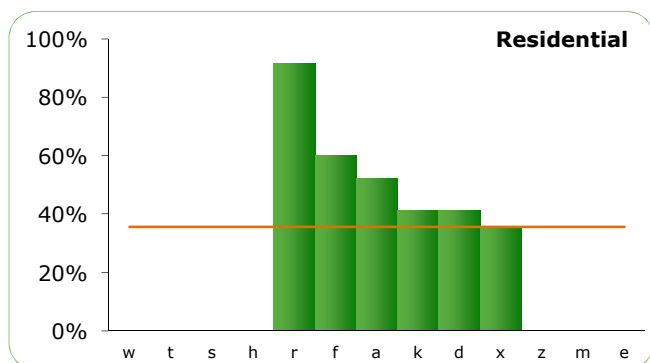
| | Total | Success | % | Avg |
|-----------------|-------|---------|----|-----|
| Claims to court | na | na | na | 48% |



Source: Assessments Questionnaire, Sections 7b & 7c

DIRECT DEBIT

Percentage of service users paying by Direct Debit

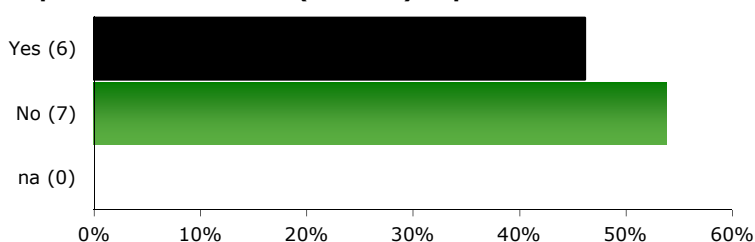


| | % of users paying by Direct Debit | | % by value paying by Direct Debit | |
|-----------------|-----------------------------------|-------|-----------------------------------|-------|
| | % | Avg | % | Avg |
| Residential | 0.0% | 35.6% | 0.0% | 25.1% |
| Non-residential | 20.3% | 46.9% | 20.6% | 39.6% |

Paperless Direct Debits (AUDDIS) in place?

| | Authorities | % |
|-----|-------------|-----|
| Yes | 6 | 46% |
| No | 7 | 54% |
| na | 0 | 0% |

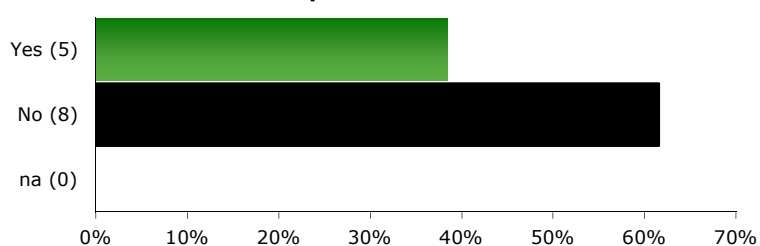
Paperless Direct Debits (AUDDIS) in place?



Variable Direct Debits in place?

| | Authorities | % |
|-----|-------------|-----|
| Yes | 5 | 38% |
| No | 8 | 62% |
| na | 0 | 0% |

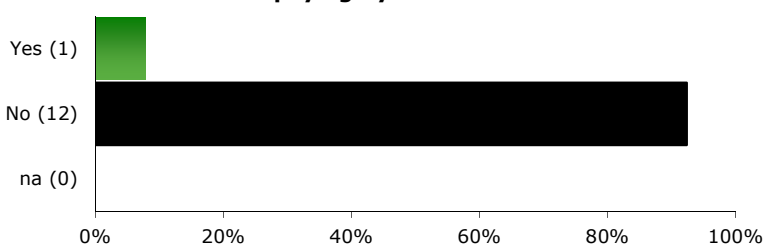
Variable Direct Debits in place?



Incentive offered for paying by Direct Debit?

| | Authorities | % |
|-----|-------------|-----|
| Yes | 1 | 8% |
| No | 12 | 92% |
| na | 0 | 0% |

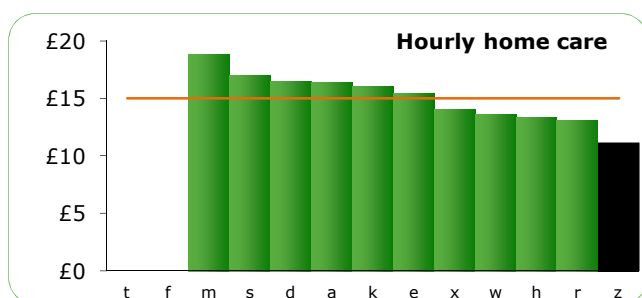
Incentive offered for paying by Direct Debit?



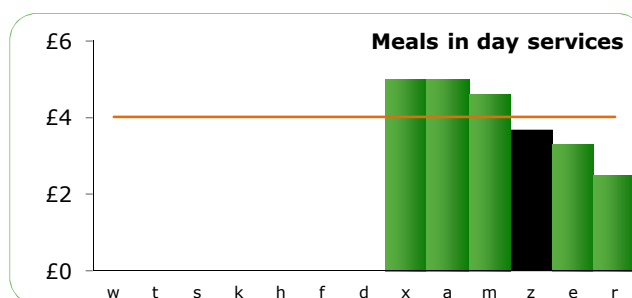
Source: Assessments Questionnaire, Section 5c

SECTION 6 - CHARGING POLICY

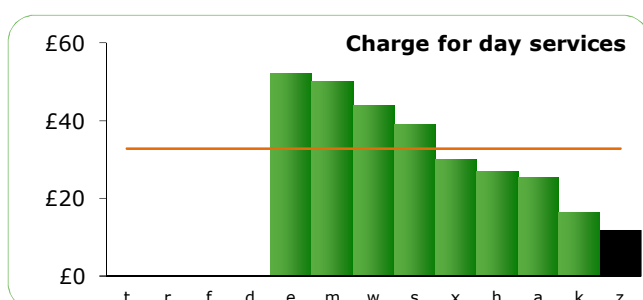
STANDARD CHARGES 2016/17



For 2017/18, the standard charge for Hourly home care is expected to increase by £0.28, whereas the average is expected to increase by £1.38.



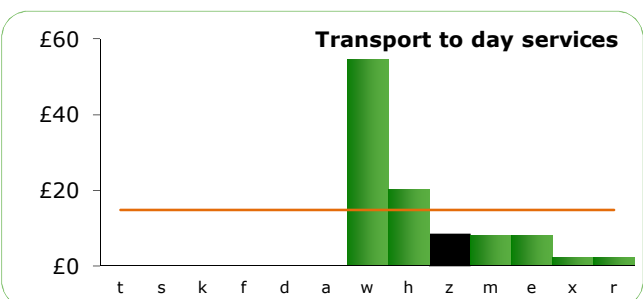
For 2017/18, the standard charge for Meals in day services is expected to increase by £0.09, whereas the average is expected to increase by £0.03.



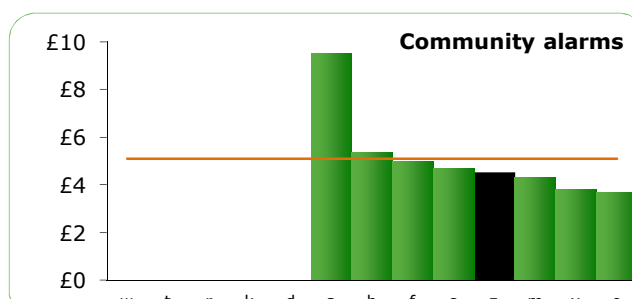
For 2017/18, the standard charge for Charge for day services is expected to increase by £8.27, whereas the average is expected to increase by £1.22.



Community/MoW is not applicable for Barchester.



For 2017/18, the standard charge for Transport to day services is expected to increase by £0.22, whereas the average is expected to increase by £2.16.



For 2017/18, the standard charge for Community alarms is expected to increase by £0.11, whereas the average is expected to increase by £0.07.

| Type of charge | 2016/17 | | 2017/18 | |
|-----------------------------|---------|--------|---------|--------|
| | Charge | Avg | Charge | Avg |
| Hourly home care | £11.12 | £15.02 | £11.40 | £16.40 |
| Day services | £11.73 | £32.83 | £20.00 | £34.05 |
| Transport (per return trip) | £8.38 | £14.74 | £8.60 | £16.90 |
| Meals in day services | £3.67 | £4.01 | £3.76 | £4.04 |
| Community/MoW | na | £4.25 | na | £4.29 |
| Community alarms | £4.51 | £5.11 | £4.62 | £5.18 |

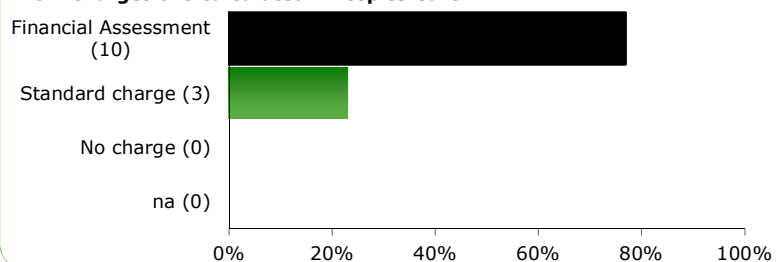
Source: Assessments Questionnaire, Section 4

CALCULATION OF CHARGES

Respite Care

| | Authorities | % |
|----------------------|-------------|-----|
| Financial Assessment | 10 | 77% |
| Standard charge | 3 | 23% |
| No charge | 0 | 0% |
| na | 0 | 0% |

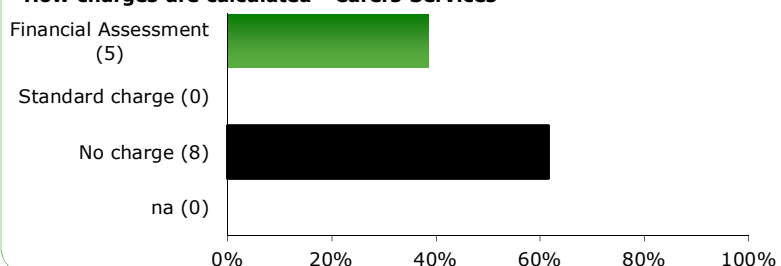
How charges are calculated - Respite Care



Carers Services

| | Authorities | % |
|----------------------|-------------|-----|
| Financial Assessment | 5 | 38% |
| Standard charge | 0 | 0% |
| No charge | 8 | 62% |
| na | 0 | 0% |

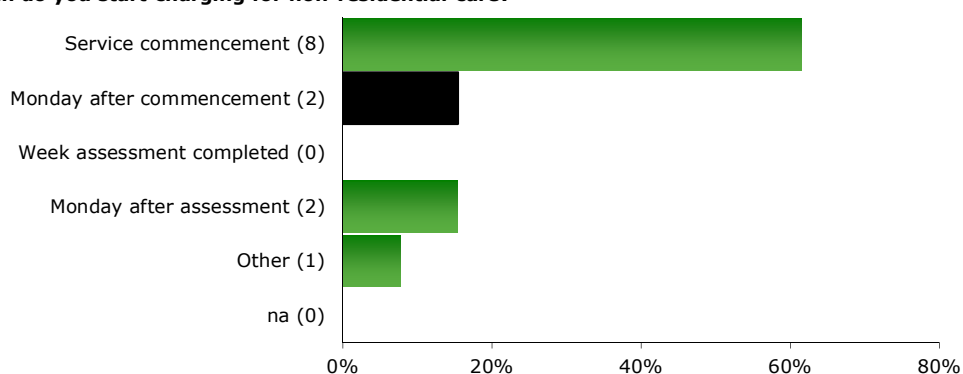
How charges are calculated - Carers Services



When do you start charging for non-residential care?

| | Authorities | % |
|---------------------------------------|-------------|-----|
| Date of service commencement | 8 | 62% |
| 1st Monday after service commencement | 2 | 15% |
| Week financial assessment completed | 0 | 0% |
| 1st Monday after assessment completed | 2 | 15% |
| Other | 1 | 8% |
| na | 0 | 0% |

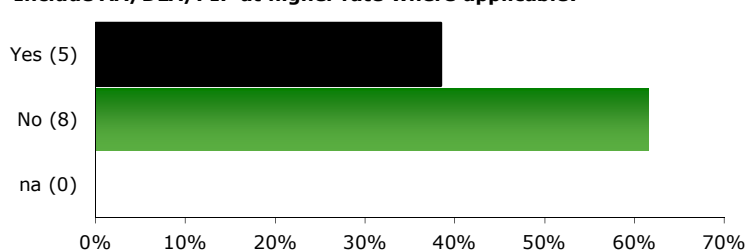
When do you start charging for non-residential care?



Do you include AA/DLA/PIP at the higher rate where applicable in Assessments?

| | Authorities | % |
|-----|-------------|-----|
| Yes | 5 | 38% |
| No | 8 | 62% |
| na | 0 | 0% |

Include AA/DLA/PIP at higher rate where applicable?



Source: Assessments Questionnaire, Section 4

Maximum weekly charges

There were only 2 local authorities that have a maximum weekly charge, the average is shown above.

| | Barchester | Avg |
|-----------------------|------------|---------|
| Maximum weekly charge | na | £319.86 |

Non-residential upper capital threshold

All local authorities have a non-residential upper capital threshold that is either £23,000 or £23,250.

DISP. INCOME TAKEN INTO CONSIDERATION FOR CONTRIBUTION ASSESSMENT

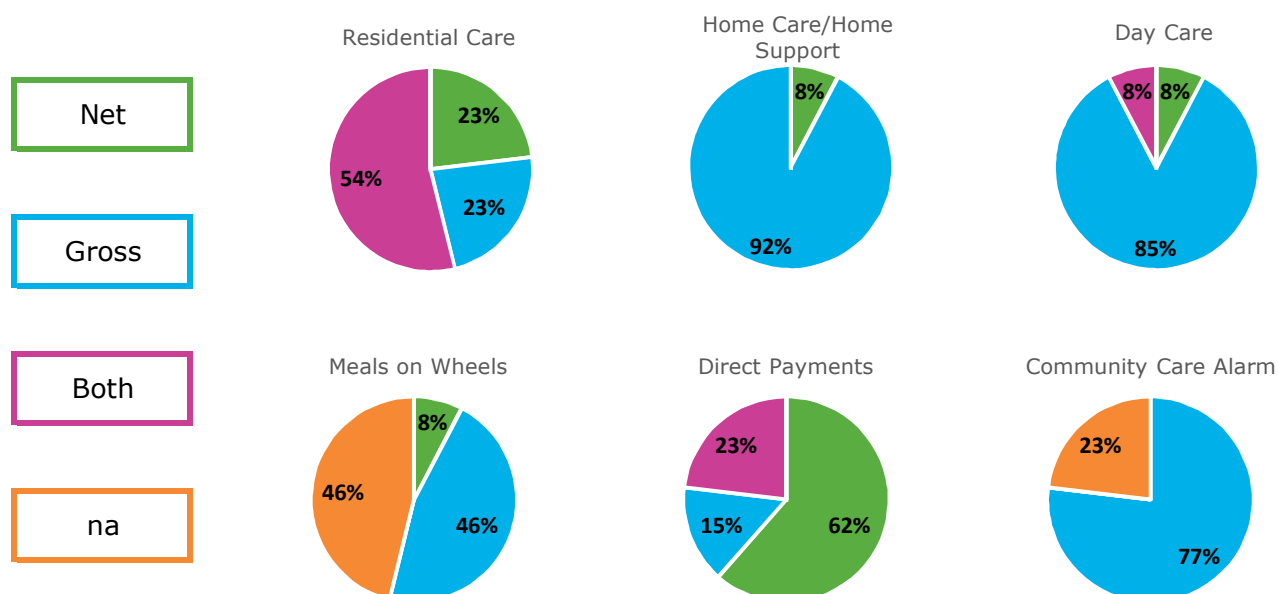
Almost all local authorities take 100% of disposal income into consideration for contribution assessment with one authority taking 75% into consideration.

| | Barchester | Avg |
|-----------------------------------|------------|------|
| % Income taken into consideration | 100% | 100% |

METHOD OF COLLECTION

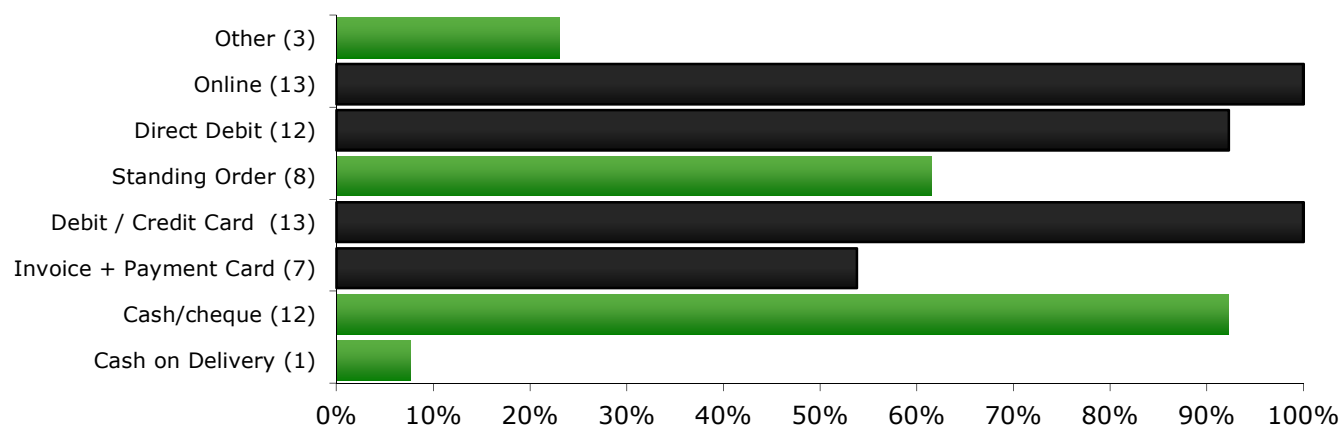
Method for collecting charges

The following pie charts represent the proportion of gross, net (or both) charges that the club members (or the service provider contracted) collect for each category.



The charts above only have labels for percentages greater than 5%.

Payment methods for direct collection

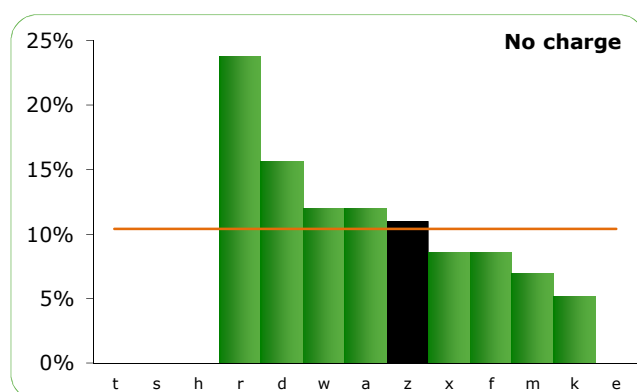
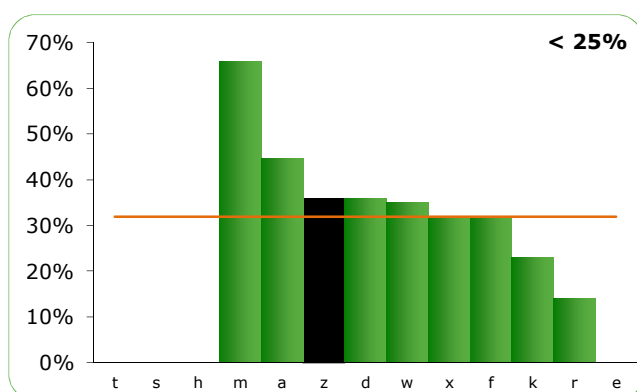
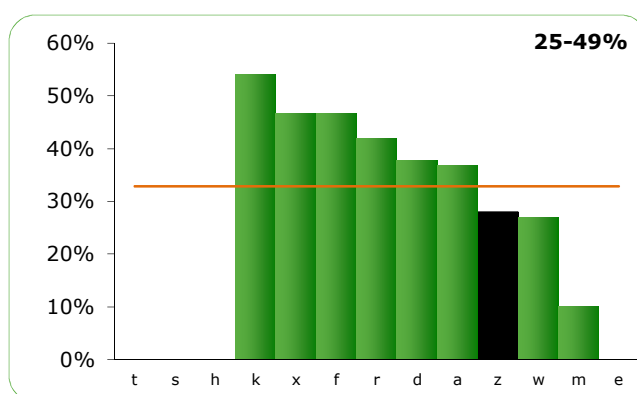
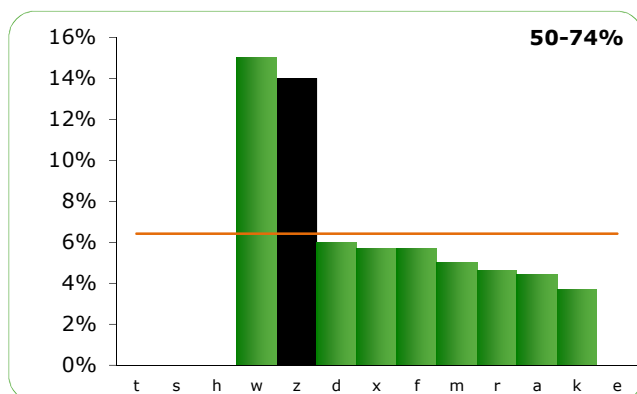
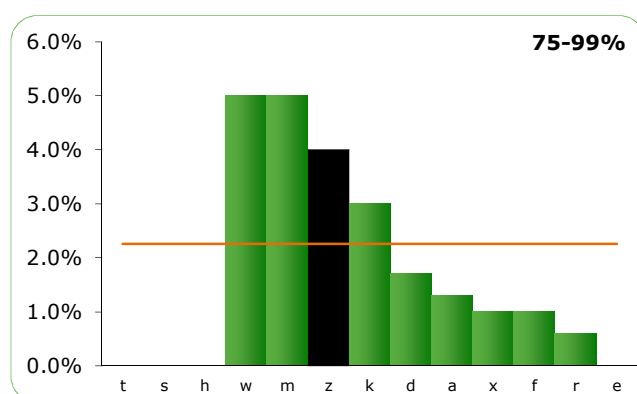
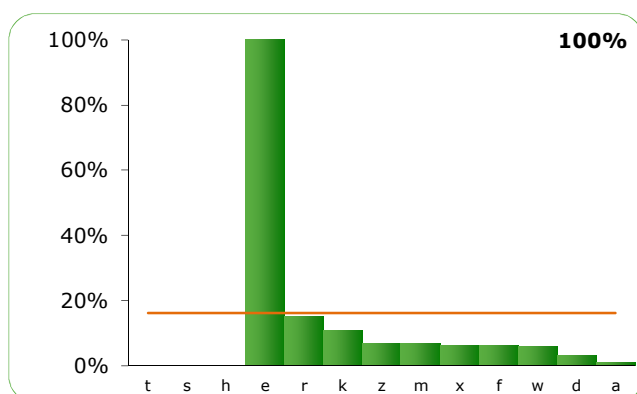


Source: Assessments Questionnaire, Sections 4 and 5

RESIDENTIAL

Proportion of service users assessed to pay:

| Proportion of service users <u>assessed</u> to pay | | |
|--|------------|-------|
| | Barchester | Avg |
| 100% of max charge | 7.0% | 16.2% |
| 75-99% of max charge | 4.0% | 2.3% |
| 50-74% of max charge | 14.0% | 6.4% |
| 25-49% of max charge | 28.0% | 32.9% |
| < 25% of max charge | 36.0% | 31.9% |
| No charge | 11.0% | 10.4% |

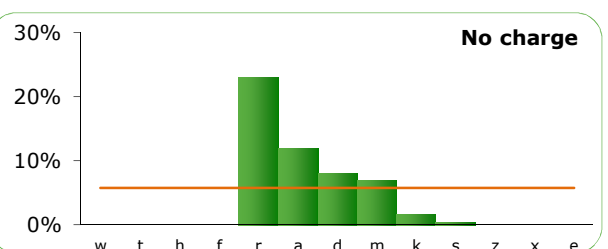
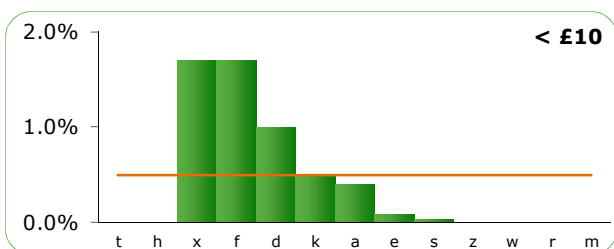
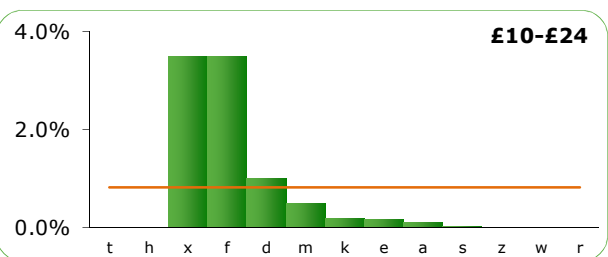
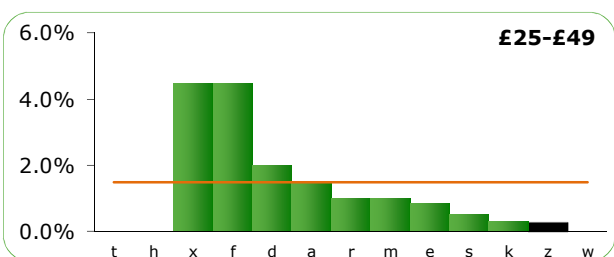
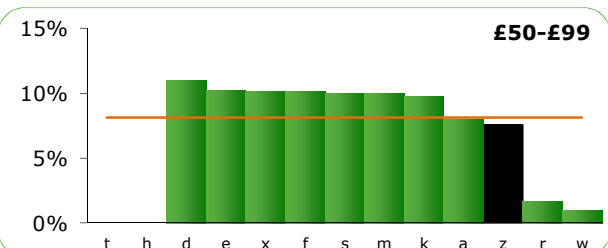
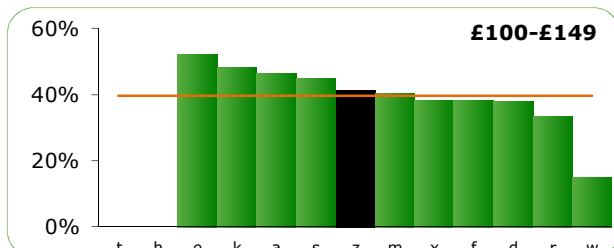
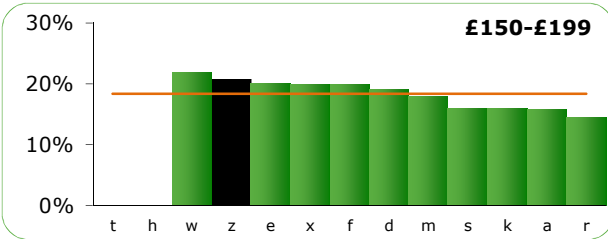
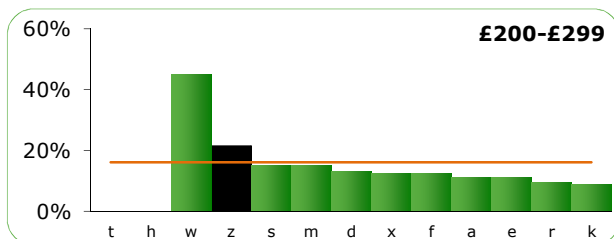
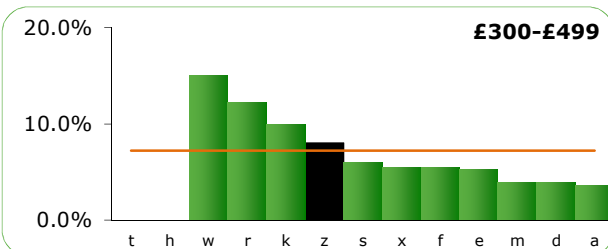
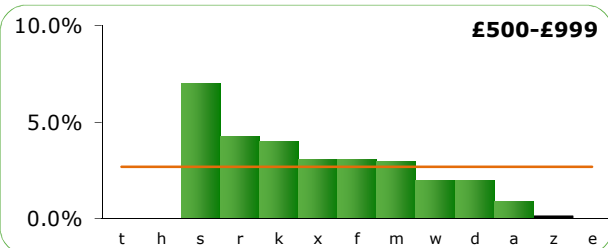
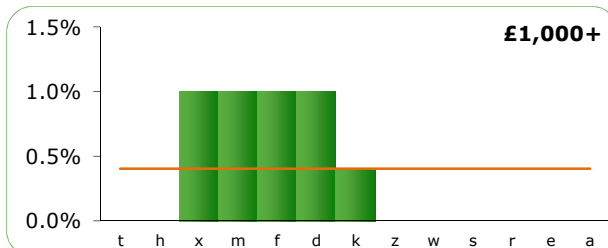


Source: Assessments Questionnaire, Section 4c

Proportion of service users that actually pay:

Proportion of service users that actually pay

| | Barchester | Avg |
|-----------|------------|-------|
| £1,000+ | 0.0% | 0.4% |
| £500-£999 | 0.1% | 2.7% |
| £300-£499 | 8.1% | 7.2% |
| £200-£299 | 21.7% | 15.9% |
| £150-£199 | 20.8% | 18.4% |
| £100-£149 | 41.5% | 39.7% |
| £50-£99 | 7.6% | 8.2% |
| £25-£49 | 0.3% | 1.5% |
| £10-£24 | 0.0% | 0.8% |
| < £10 | 0.0% | 0.5% |
| No charge | 0.0% | 5.8% |

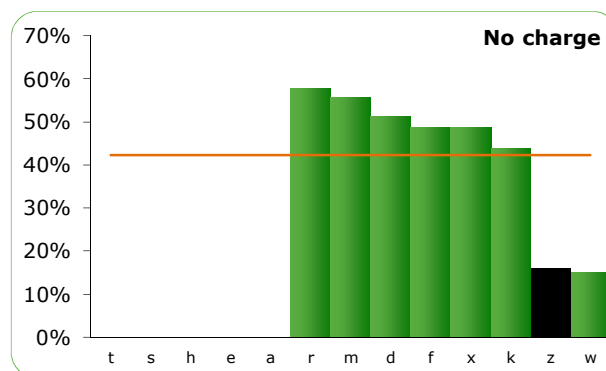
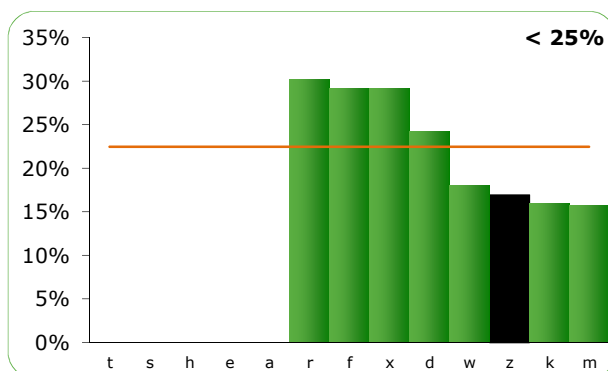
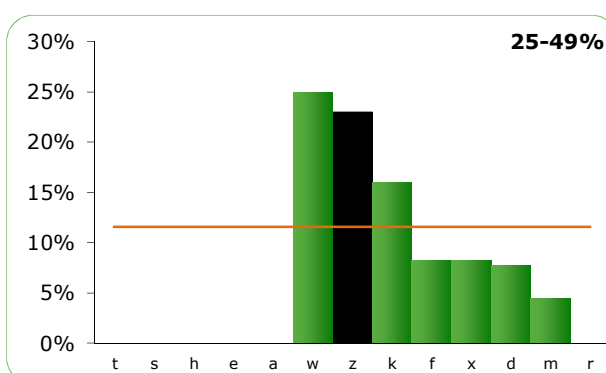
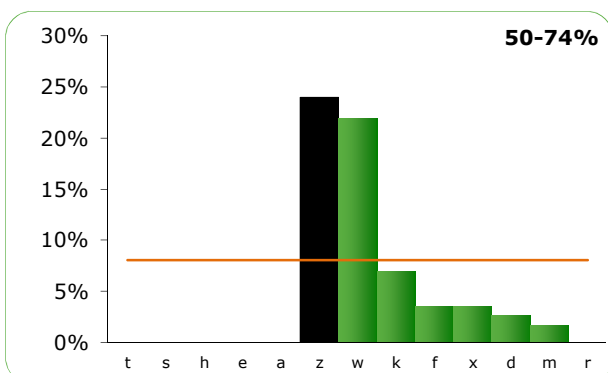
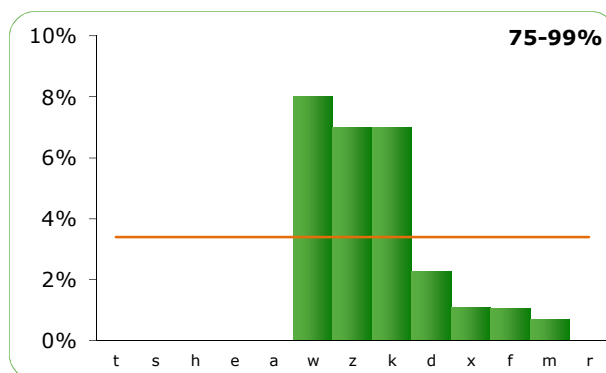
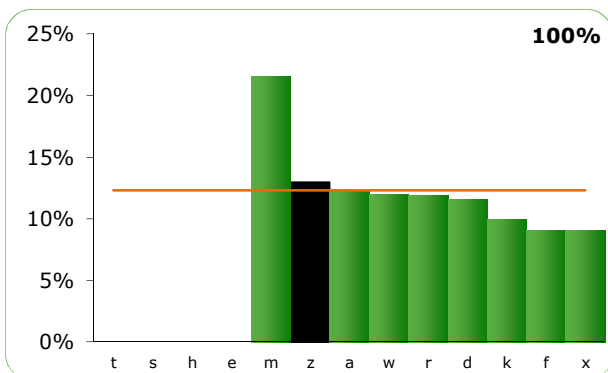


Source: Assessments Questionnaire, Section 4c

NON-RESIDENTIAL

Proportion of service users assessed to pay:

| Proportion of service users <u>assessed</u> to pay | | |
|--|------------|-------|
| | Barchester | Avg |
| 100% of max charge | 13.0% | 12.3% |
| 75-99% of max charge | 7.0% | 3.4% |
| 50-74% of max charge | 24.0% | 8.1% |
| 25-49% of max charge | 23.0% | 11.6% |
| < 25% of max charge | 17.0% | 22.5% |
| No charge | 16.0% | 42.2% |

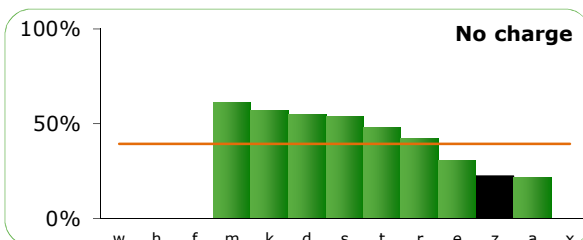
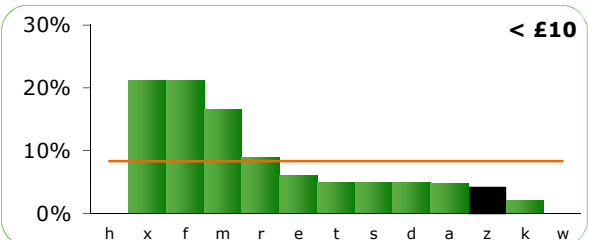
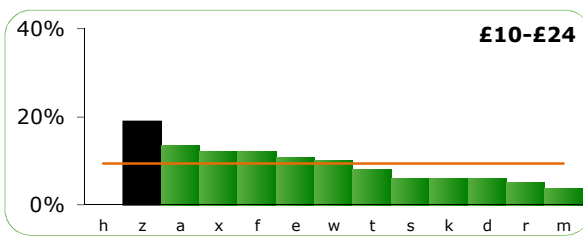
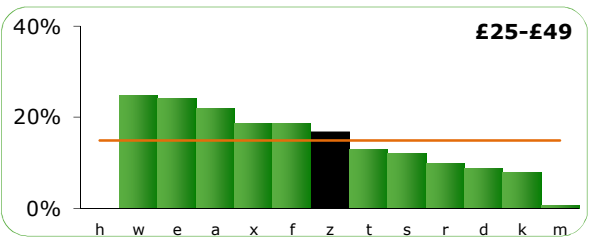
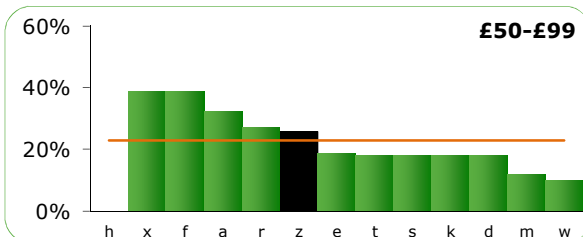
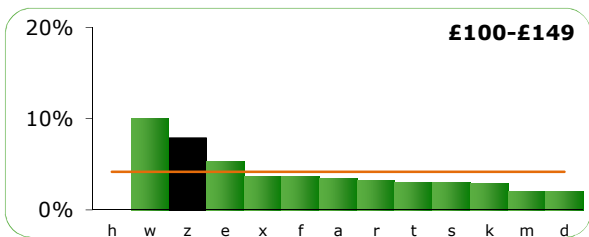
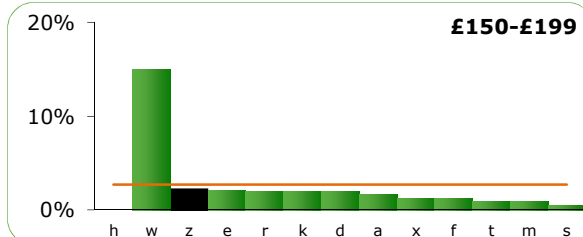
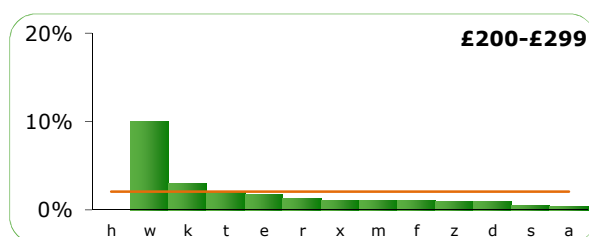
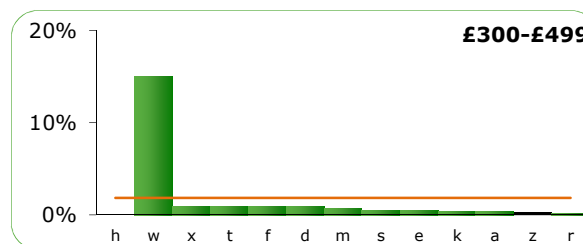
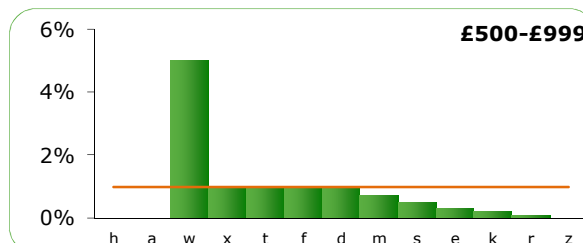
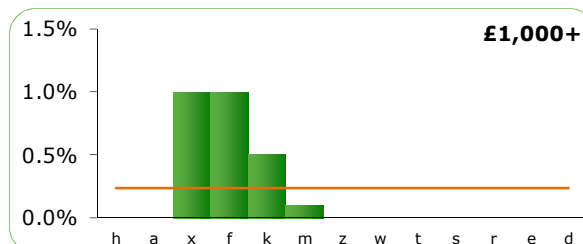


Source: Assessments Questionnaire, Section 4c

Proportion of service users that actually pay:

Proportion of service users that actually pay

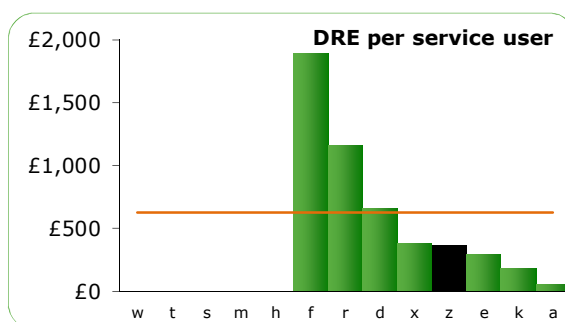
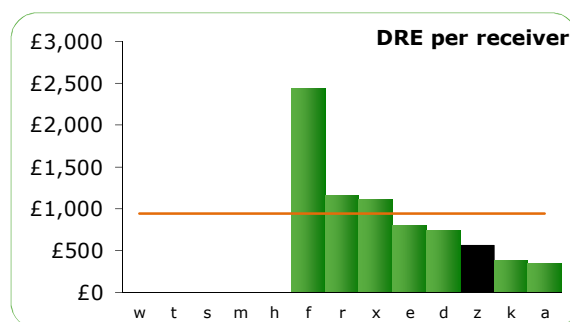
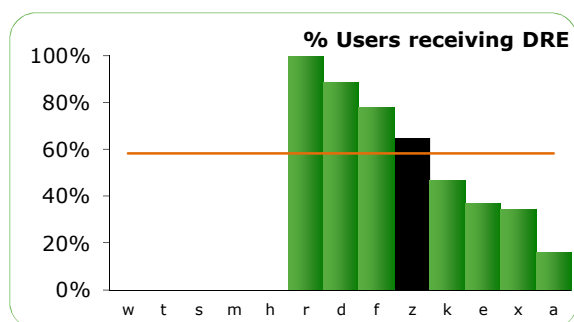
| | Barchester | Avg |
|-----------|------------|-------|
| £1,000+ | 0.0% | 0.2% |
| £500-£999 | 0.0% | 1.0% |
| £300-£499 | 0.3% | 1.8% |
| £200-£299 | 1.0% | 2.0% |
| £150-£199 | 2.3% | 2.7% |
| £100-£149 | 7.9% | 4.2% |
| £50-£99 | 25.8% | 22.9% |
| £25-£49 | 16.8% | 14.9% |
| £10-£24 | 19.1% | 9.4% |
| < £10 | 4.3% | 8.3% |
| No charge | 22.5% | 39.2% |



Source: Assessments Questionnaire, Section 4c

SECTION 7 - DISABILITY RELATED EXPENDITURE

| DRE Information | | |
|--|------------|--------|
| | Barchester | Avg |
| Total annual DRE (£'000) | 872 | |
| No. receiving DRE | 1,547 | |
| DRE per receiver | £564 | £945 |
| Total service users assessed (non-res) | 2,384 | |
| Receivers/assessed service users | 65% | 58% |
| DRE per assessed service user | £366 | £626 |
| Standard weekly allowance | na | £18.33 |

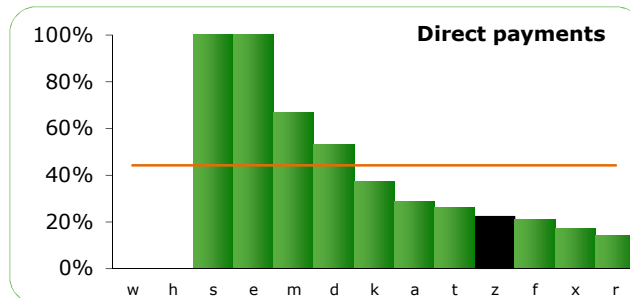
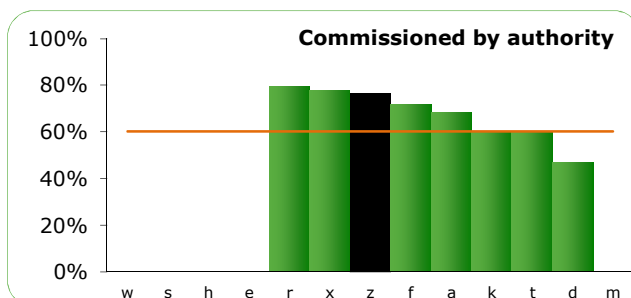
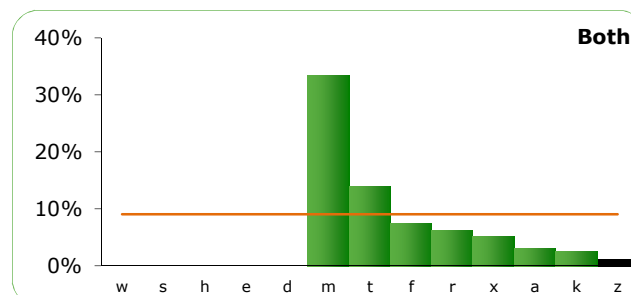


Source: Assessments Questionnaire, Section 4d

SECTION 8 - SELF DIRECTED PAYMENTS

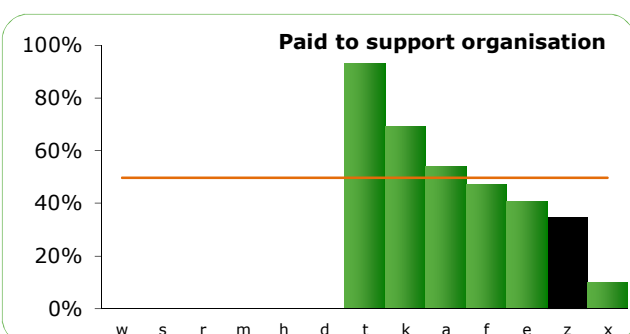
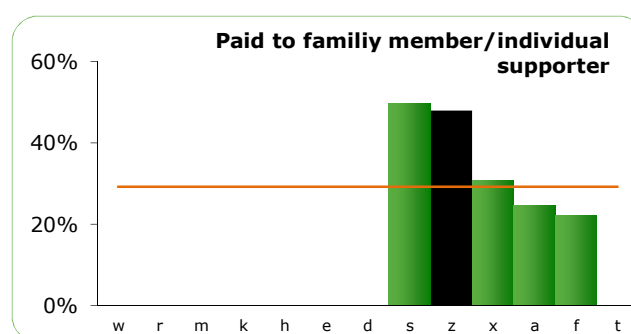
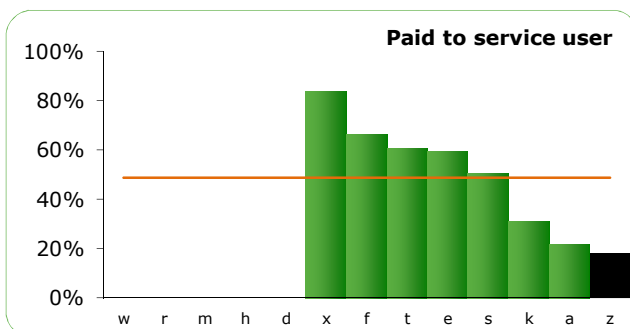
Personal Budgets in place at 31/03/2017

| Personal budgets | | | |
|----------------------------|--------------|-----|-----|
| Accounts in place 31/03/17 | No. | % | Avg |
| Direct payments (cash) | 718 | 22% | 44% |
| Commissioned by authority | 2,470 | 77% | 60% |
| Both | 38 | 1% | 9% |
| Total | 3,226 | | |



Direct Payments Accounts in place at 31/03/2017

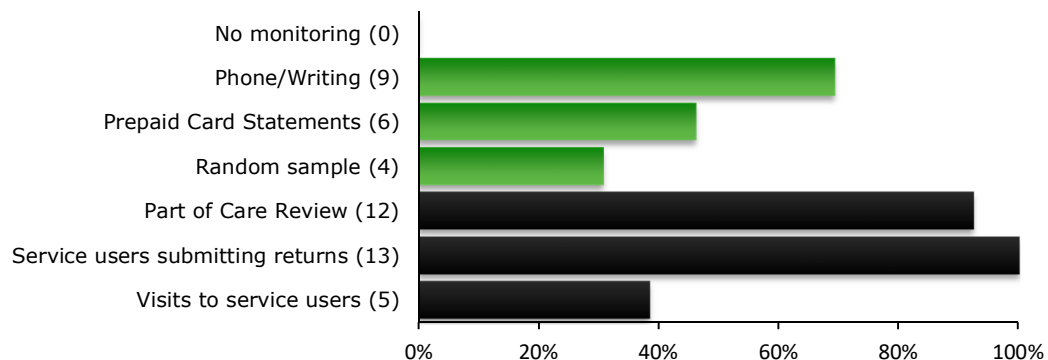
| Direct Payments | | | |
|---------------------------------|------------|-----|-----|
| Accounts in place 31/03/17 | No. | % | Avg |
| Total direct payments | 718 | | |
| Of which | | | |
| Paid direct to service user | 127 | 18% | 49% |
| Paid to family member/supporter | 343 | 48% | 29% |
| Paid to support organisation | 248 | 35% | 50% |



Source: Assessments Questionnaire, Section 8

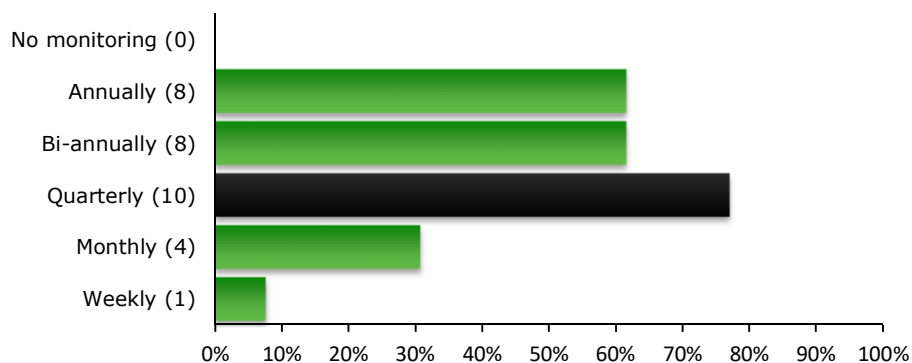
Expenditure Monitoring Arrangements

Method(s) used to monitor expenditure



The multiple black bars in the graph above (if any) show the options that Barchester chose for the method(s) used to monitor expenditure.

Frequency of monitoring expenditure

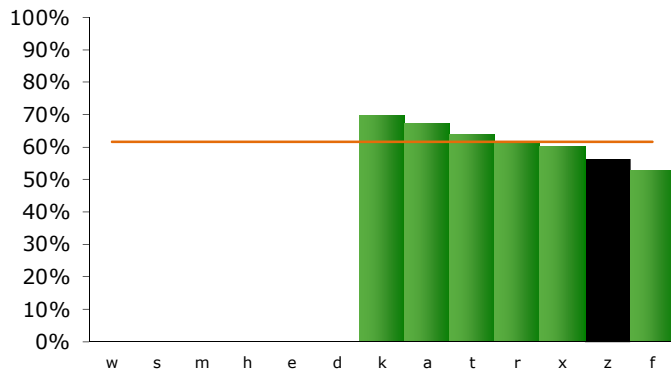


The multiple black bars in the graph above (if any) show the options that Barchester chose for the frequency of which they monitor expenditure.

Source: Assessments Questionnaire, Section 8

Contribution for Personal Budgets

Percentage of individuals on commission services making contribution to their budget

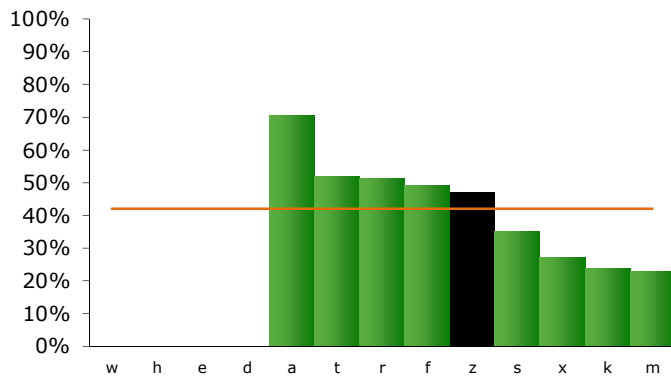


Barchester

| | |
|-----------------------------------|-------|
| Individuals making a contribution | 1,410 |
| Total on commission services | 2,508 |
| Percentage | 56.2% |

Average 61.7%

Percentage of individuals on direct payments making contribution to their budget

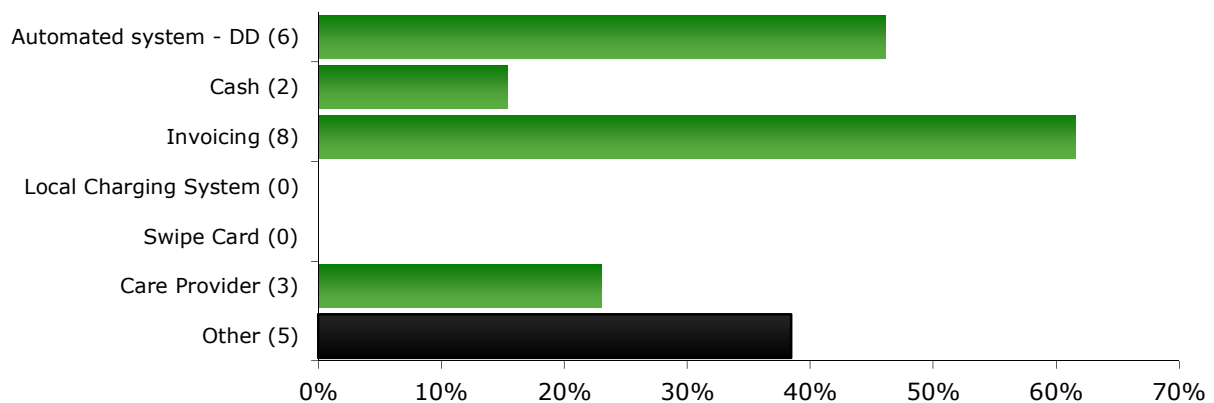


Barchester

| | |
|-----------------------------------|-------|
| Individuals making a contribution | 338 |
| Total on direct payments | 718 |
| Percentage | 47.1% |

Average 42.1%

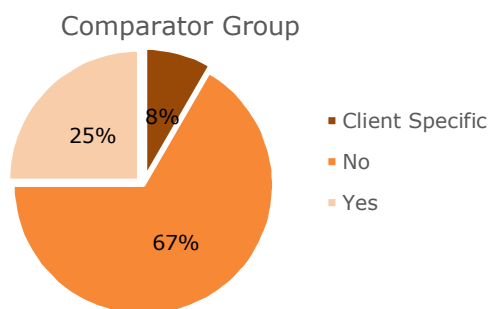
How do you collect contribution?



The multiple black bars in the graph above (if any) show the options that Barchester chose for how they collect contribution.

Source: Assessments Questionnaire, Section 9

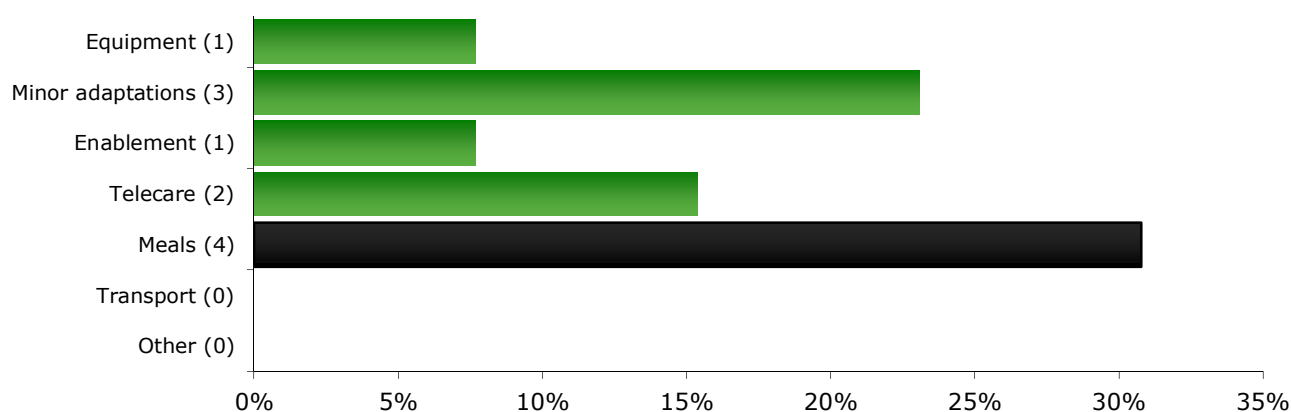
Personal budgets for individuals assessed to contribute the full cost of their service



Barchester does administer personal budgets for individuals assessed to contribute the full cost of their service.

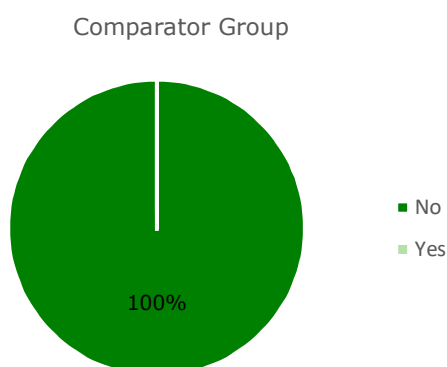
No local authorities were able to provide a percentage for administering personal budgets for individuals assessed to contribute the full cost of their service.

The % of "Yes" responses for exclusions in contribution for personal budgets



The multiple black bars in the graph above (if any) show the options that Barchester chose 'Yes' for exclusions.

Do you have a maximum charge for clients on a personal budget?

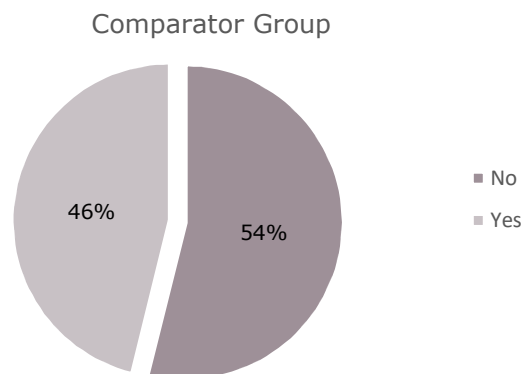


Barchester does not have a maximum charge for clients on a personal budget.

Source: Assessments Questionnaire, Section 9

Payment Cards

Are you delivering any direct payments via payment cards?



Barchester is not delivering direct payments via payment cards.

Please see the CIPFA Financial Assessments Scrapbook 2017 for the experiences local authorities have had with direct payments via payment cards.

What percentage of direct payments are via Payment Cards for New Clients?

There was only one local authority of all the members that provided a percentage of direct payments that are via Payment Cards for New Clients.

What percentage of direct payments are via Payment Cards for Existing Clients?

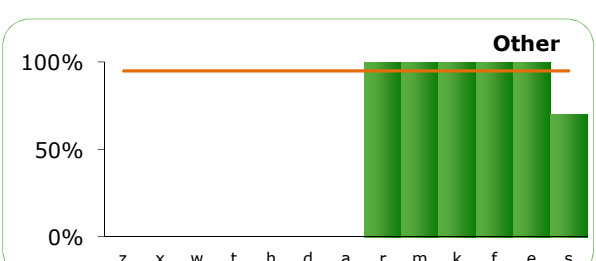
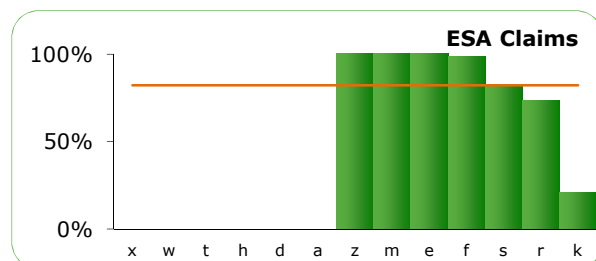
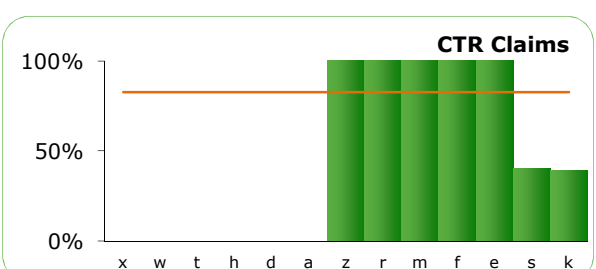
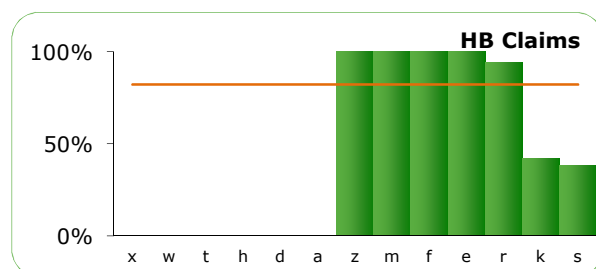
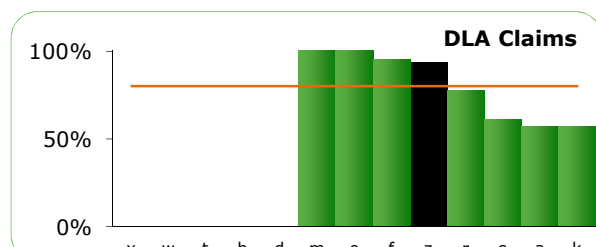
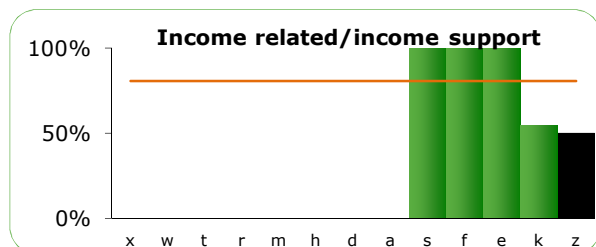
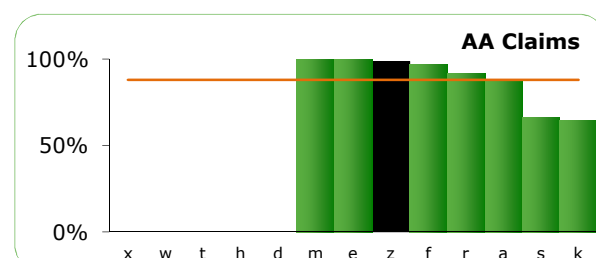
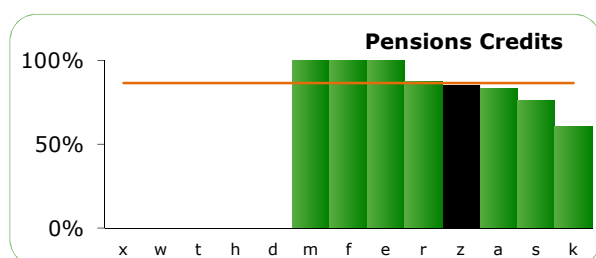
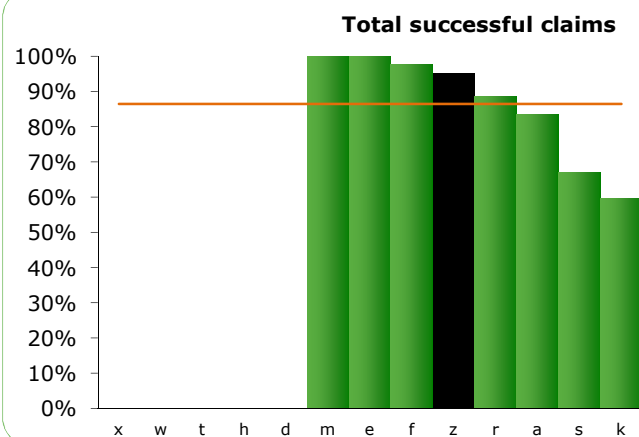
There were 4 local authorities out of all the members that provided a percentage of direct payments that are via Payment Cards for Existing Clients. The average percentage was 10.5%.

Source: Assessments Questionnaire, Section 10

SECTION 9 - WELFARE BENEFITS UPTAKE

No. applications processed & successful 2016/17

| Barchester | Claims entered | Successful claims | | |
|---------------------------|----------------|-------------------|------------|------------|
| | | No. | % | Avg |
| Pensions Credits | 41 | 35 | 85% | 87% |
| AA Claims | 77 | 76 | 99% | 88% |
| Inc. related/inc. support | 2 | 1 | 50% | 81% |
| DLA Claims | 46 | 43 | 93% | 80% |
| HB Claims | 17 | 17 | 100% | 82% |
| CTR Claims | 8 | 8 | 100% | 83% |
| ESA Claims | 32 | 32 | 100% | 82% |
| Other | na | na | na | 95% |
| Total | 223 | 212 | 95% | 86% |



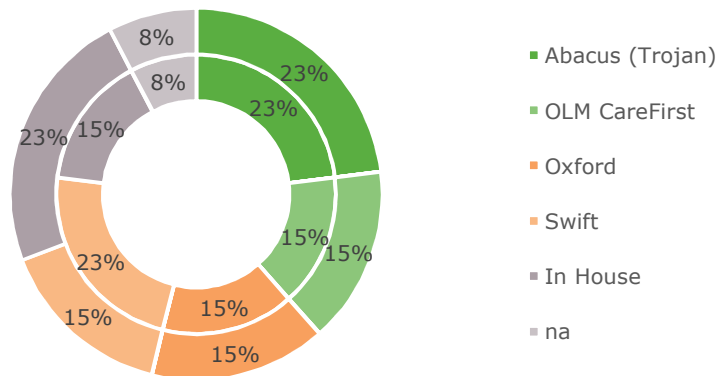
Source: Assessments Questionnaire, Section 12

SECTION 10 - IT INFORMATION

IT System

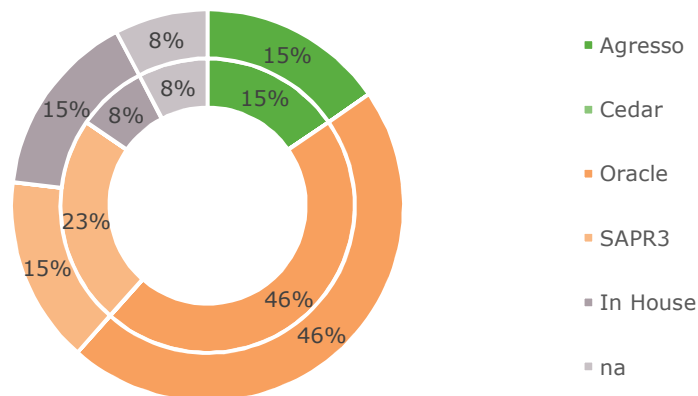
For calculating assessments:

The inner chart refers to residential assessments and the outer chart refers to non-residential assessments.



For General Ledger/Corporate Finance:

The inner chart refers to residential assessments and the outer chart refers to non-residential assessments.



Do you have an interface between the Assessments system and General Ledger?

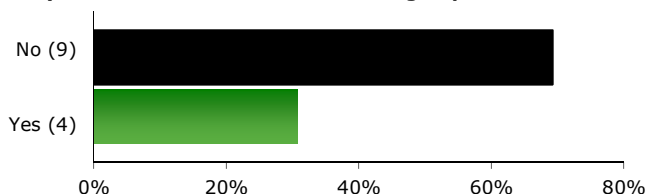


Online Assessments

The vast majority of local authorities do not have online assessments in place with one response using an extension to the existing assessments system and one response using a different system called "Firmstep Form".

Mobile Assessments

Do you have electronic mobile working in place?



Is mobile working paperless?



Pre-paid card system

There are 4 local authorities that operate a pre-paid system but Barchester does not.



Source: Assessments Questionnaire, Section 13

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We also do...

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To learn more about other benchmarking clubs in areas such as Corporate Services, or to see our Value for Money indicator stream, please see our website:

www.cipfa.org/services/benchmarking

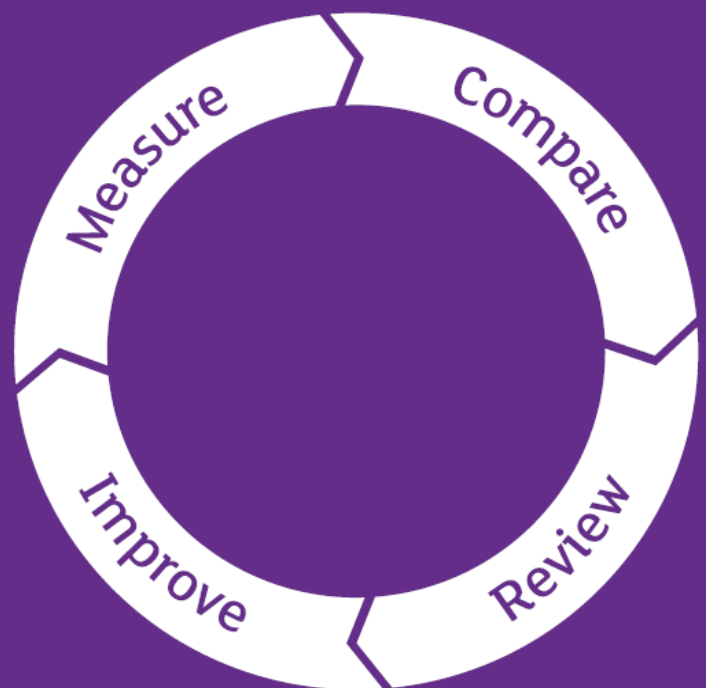
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