



**CONWY COUNTY BOROUGH COUNCIL  
SOCIAL SERVICES DEPARTMENT  
WAIVING OF CHARGES APPLICATION FORM**

**Please read the guidance notes below. If you then want to apply for your charges to be reduced or waived, please answer the questions that follow. The most important question is question 4. We really need as much information as possible about how much you have to spend. Please put details on a separate sheet of paper if you have to.**

**Guidance Notes:**

Your assessed maximum contribution to the cost of your services has been worked out according to your income and capital and is what Conwy Social Services Department calculates you can afford each week.

We recognise, however, that you may face special financial problems that make it difficult for you to afford to pay. If this applies to you, you should complete this form to ask for your charges to be reduced or waived (waived means you will not have to pay anything).

Social Services Department has agreed policy guidelines, which set out how we must decide whether charge can be waived or reduce. In summary these are:

- Waiving or reduction of charge occur only in **exceptional circumstances**
  - Your circumstances must be **exceptional compared to others using the same service**
  - You will suffer **financial hardship** if you have to pay the charge
  - If there are **other family circumstances, which create hardship**, these can be taken into account
- \* If you need help completing this form, please contact your Social Worker or your local Citizen's Advice Bureau.

1. Name and address of the person who receives a Social Care Service

Name: .....

Address: .....

.....

2. Are you asking for your charges to be removed altogether or just reduced? If you are asking for them to be reduced, please say by how much.

3. Why are you asking for your charges to be reduced or waived? Also please state if this is a request for a temporary waiving of changes or a permanent request?

4. Are there other circumstances in your family, which cause additional expenses and financial hardship e.g. special diet needed? Please tell us about them.

5. Please complete the financial statement below with details of your income and approximate outgoings. The outgoings need to include any extra expenses you may have to do with disability. Remember we need as much information as possible to help us make a decision.

<b>Income Detail</b>	<b>Weekly £</b>	<b>Monthly £</b>	<b>Additional Information</b>
Guaranteed Pension Credit			
Pension Savings Credit			
State Retirement Pension			
Income Support			
Employment Support Allowance			
Jobseeker's Allowance			
Disability Living Allowance Care Component			
Disability Living Allowance Mobility Component			
Attendance Allowance			
Occupational Pension/Private Pension			
Any other Benefits			

<b>Income Detail continued</b>	<b>Weekly £</b>	<b>Monthly £</b>	<b>Additional Information</b>
<b>Total Capital Held</b>			
Earnings			
Any Other Income (Please state what type)			

<b>Outgoings</b>	<b>Weekly £</b>	<b>Monthly £</b>	<b>Additional Information</b>
Council Tax (after Council Tax Benefit)			
Rent (after Housing Benefit)			
Mortgage Payment			
Water Rates			
Gas/Electricity/Oil			
Telephone (landline and mobile)			
Insurance (please state which type)			
Food and toiletries			
Newspapers			
Cleaning materials			
Laundrette			
Laundry			
Clothing and shoes			
Transport/travel /petrol			
TV or satellite costs			
TV licence			
Catalogue			
Dentist			
Pet Cost			
Social Fund repayment (with date repaid )			

<b>Outgoing detail continued</b>	<b>Weekly £</b>	<b>Monthly £</b>	<b>Additional Information</b>
Maintenance payment made as appointed by the Court.			
Loan repayment (with date repaid) Loan repayment (with date repaid)			
Fines			
Repayment of any other debts (please give details)			
Any other spending (please give details)			

6. Are your financial circumstances likely to change in the future? If so please give details.

I wish to apply for my charges to be reduced or waived.

Signature: .....

Date: .....

**What happens now:**

**Please sign this form and return it to Social Services Department,  
Conwy County Borough Council, Government Buildings, Dinerth Road,  
Rhos on Sea, LL28 4UL.**

Consideration will be given to your application by a Waiving of Charges Panel. It is anticipated that you will receive an acknowledgement of your completed application within 28 working days and a reply as soon as possible after the Waiving of Charges Panel have met. The decision that is made could be to a full waiving of charges, a reduction of the charge or a deferment of the charge or to allow the charge to remain.

If you disagree with the decision that is reached you may Appeal in writing within 14 working days of receiving the decision to Jenny Williams, Interim Director of Social Services, Conwy County Borough Council, Government Buildings, Dinerth Road, Rhos on Sea, LL28 4UL.