

Case: 201100327, Fife Council
Sector: local government
Subject: home helps, concessions, grants, charges for services
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C was unhappy that a direct payment he had previously received for domestic cleaning services was withdrawn. He also thought it was unreasonable that the council had not offered him a maximisation assessment that would have established his ability to pay for this service.

Our investigation found that the council decided in 2010 to withdraw provision of domestic cleaning services for all service users, unless it was part of a package of personal care. All users were notified of the change and told that their current service would be reviewed. When Mr C was reassessed, it was found that he required support with domestic chores but had no personal care needs. The council, therefore, decided that he was no longer eligible for a direct payment to source such a service himself. They did not arrange an income maximisation visit, as they noted Mr C's total income during the reassessment and he did not indicate that he had any issues in relation to finance.

There was some confusion when he received a standard letter in error outlining direct payments to be made to him. However, the council wrote to him apologising for their error. The council also advised him to contact Social Work Services directly if his circumstances, either personal or financial, had changed since the reassessment was carried out in February 2011.