

Charges for domiciliary care 2011/12



Taliadau am ofal
yn y cartref ar
gyfer 2011/12

This guide is for new users of domiciliary services from 11 April 2011. If you are already receiving services and have a query regarding your charges please contact us. Contact details are in Section 9 of this leaflet.

This guide provides information about charges for services that people receive in their own home and in the community. This includes services like day care, home care, work opportunities, adult placements and project work. This guide explains:

1. what services we provide;
2. who is eligible to receive these services;
3. what services we charge for
4. how we work out the amount a person has to pay;
5. how you can query or challenge the assessment outcome;
6. how you can pay any charges for services;
7. how you can make sure you are claiming all your benefits to help pay any charges;
8. what happens to the financial and personal information given to Social Services, and
9. who to contact for more information.

1. What services are provided?

Reablement	Reablement is short-term support designed to give older people or people with disabilities the confidence to manage as many daily living tasks as possible on their own.
Home care	This is a service you may receive to help you with daily living tasks and personal care in your own home.
Day care services	Day care services can help people to meet others in the community and to take up new interests. Day care services can also include work opportunities for people with learning disabilities.

Ailalluogi	Mae ailalluogi yn gefnogaeth fyrdymor i roddi hyder i bobl hyn neu bobl ag anabledd i ymdopi â chymaint o dasgau bywyd bob dydd ag y medrent eu hunain.
Gofal cartref	Mae hwn yn wasanaeth a gewch i'ch helpu gyda thasgau bywyd bob dydd a gofal personol, yn eich cartref eich hun.
Gwasanaethau gofal dydd	Gall gwasanaethau gofal dydd helpu pobl gyfarfod pobl eraill yn y gymuned a chael diddordebau newydd. Gall gwasanaethau gofal dydd helpu gynnwys cyflie gwaiith i bobl gydag anabledd dysgu.

1. Pa wasanaethau a ddarperir

1. Pa wasanaethau a ddarperir;
2. Pwy sy'n gymwys i dderbyn y gwasanaethau hyn;
3. Pa wasanaethau y codir tal amdanynt;
4. Sut byddwn yn gweithio allian faint sydd angen i unrhyw un dalu;
5. Sut medrwn holi ynglyn â neu herio canlyniad yr asesiad;
6. Sut medrwn dalu unrhyw daliadau am wasanaethau;
7. Sut medrwn sicrhau eich bod yn hawlio'r budd-daliadau sydd ar gael i helpu gydag unrhyw daliadau;
8. Beth sy'n digwydd i'r wybodaeth artannol a phersonol a roddir i'r Gwasanaethau Cymdeithasol, a
9. Pwy medrwn gysylltu â nhw am fwy o wybodaeth.

Arweiniad yw hwn ar gyfer defnyddwyr newydd gwasanaethau gofal cartref o 11 Ebrill 2011. Os ydych eisoes yn derbyn gwasanaethau ac os oes gennyh gwestiwn ynglyn â'r taliadau, cysylltwch â ni. Mae manylion cyswilt i'w gweld yn Adran 9 y darlenn hon.

Mae'r arweiniad hwn yn rhoi gwybodaeth am daliadau am wasanaethau y mae pobl yn derbyn yn eu cartrefi eu hunain ac yn y gymuned. Mae'n cynnwys gwasanaethau megis gofal dydd, gofal yn y cartref, cyflie gwaiith, lleoliadau i oedolion a gwaith project. Mae'r arweiniad yn esbonio:

Cefnogaeth gwaith prosiect	Os bydd rhywun angen help gan rywun i ddilyn gweithgaredd penodol, yna gall gweithiwr prosiect roi cefnogaeth.
Gofal yn y nos	Darperir y gwasanaeth hwn os bydd person angen rhywun i fod gyda hwy yn ystod y nos. Mae nos yn golygu unrhyw amser ar ôl i'r defnyddiwr gwasanaeth fynd i'r gwely.
Cynlluniau byw yn y gymuned	Mae Byw yn y Gymuned yn gynllun sy'n rhoi cefnogaeth i bobl ag anabledd dysgu fel eu bod yn medru byw yn eu cartref eu hunain yn y gymuned.
Lleoliadau i oedolion	Mae'r rhain yn lleoliadau i oedolion ag anabledd, sy'n cael help a chefnogaeth gan ofalwyr lleoliad oedolion. Bydd y defnyddiwr gwasanaeth yn rhannu eu cartref ac yn cael eu cynnwys fel rhan o'r teulu.
Teleofal	Mae teleofal yn ystod o offer y gellir ei ddefnyddio i gefnogi pobl a'u galluogi i fod yn annibynnol yn eu cartref eu hunain.
Taliadau uniongyrchol	Mae taliadau uniongyrchol yn arian sy'n caniatáu i chi brynu eich cefnogaeth ei hun yn hytrach na bod y Gwasanaethau Cymdeithasol yn ei ddarparu ar eich cyfer. Ar ôl asesiad gofal cymunedol, medrwrch ddewis cael gwasanaethau yn uniongyrchol gan y Gwasanaethau Cymdeithasol, neu gael tal uniongyrchol. Medrwrch ddefnyddio'r arian i gyflogi cynorthwyydd personol neu medrwrch ddefnyddio asiantaeth i ddarparu staff ar eich cyfer.
Cymorth a gyfarwyddir gan ddinasyddion	Mae cymorth a gyfarwyddir gan ddinasyddion, sy'n cynnwys taliadau uniongyrchol, yn rhoi cyllidebau unigol i bobl i brynu neu drefnu eu pecynnau cefnogaeth eu hunain i ddwallu eu hanghenion gofal personol, cymdeithasol ac iechyd. Mae gwasanaeth ar gael i ddefnyddwyr gwasanaeth gydag anabledd dysgu yn unig ar hyn o bryd.

Project work support	If a person needs help from someone to carry out a particular activity then a project worker can lend support.
Night time care	This service is provided if a person needs someone to be with them through the night. Night time means any time after the time a service user goes to bed.
Community living schemes	Community living is a scheme which provides support to people with learning disabilities so that they are able to live in their own home in the community.
Adult placements	These are placements for adults with disabilities who are helped and supported by someone called an adult placement carer. The service user will share their home and be included as part of the family.
Telecare	Telecare is a range of equipment which can be used to support people and enable them to be independent in their own homes.
Direct payments	A direct payment is a cash payment to allow you to buy your own support instead of Social Services providing it for you. Following your community care assessment, you can choose whether to have services provided directly by Social Services, or have a direct payment. You can use the money to employ a personal assistant or you can use an agency to provide staff for you.
Citizen directed support	Citizen directed support, which includes direct payments, provides individual budgets for people to buy or arrange their own support packages to meet their assessed personal, social and healthcare needs. This service is only currently available to service users with a learning disability.

2. Who is eligible to receive these services?

We cannot help everyone with every social care need as we only have a limited amount of resources. We measure needs and risks to help us prioritise and make sure resources go to those who need them most. We will meet those needs that are assessed as critical or substantial, and will provide advice and support in the lower categories of need.

4 main factors of independence are considered when your social care needs are being assessed.

Autonomy:	This is about how able a person is to control their own situation, to take in information and make choices based upon it.
Health and safety:	This is about any risks to the mental and physical health and well-being of the person, and works towards maintaining and preventing deterioration in health. Safety is looked at in 2 ways. <ul style="list-style-type: none"> • Keeping the person safe from harm, which could be caused by themselves or others. • Keeping others (including family members) safe from harm caused by the person. Harm can be caused on purpose or accidentally.
Managing daily routines:	This is about how able a person is to look after their own personal care, domestic needs and other daily routines; their ability to look after dependent family members or others close to them.
Involvement:	This is about a person's involvement in work, education and learning, family life, social networks and community activities. It recognises a person's need to carry out their social roles and responsibilities, including parenting and caring.

Ni fedrwn helpu pawb gyda phob angen gofal cymdeithasol, gan fod yr adnoddau sydd gennym yn brin. Rydym yn mesur anghenion a risgiau, i'n helpu ni i flaenoriaethu i sicrhau bod yr adnoddau'n mynd i'r sawl sydd eu hangen fwyaf. Byddwn yn cwrd d â'r anghenion hynny sy'n cael eu hasesu fel rhai critigol neu sylweddol, a byddwn yn rhoi cynnig a chefnogaeth mewn categorïau angen is.

Ystyrir 4 ffactor annibyniaeth pan fydd eich anghenion gofal cymdeithasol yn cael eu hasesu.

Ymreolaeth:	Mae hyn yn ymwneud â sut mae person yn rheoli eu sefyllfa eu hunain, yn derbyn gwybodadaeth ac yn gwneud dewisiadau yn seiliedig ar hynny.
Iechyd a Diogelwch:	Mae hyn yn ymwneud â risgiau i iechyd meddwl neu gorfforol a lles person, ac yn gweithio tuag at gynnal a rhwystro unrhyw ddirwyriad mewn iechyd. Ystyrir diogelwch mewn 2 ffordd: <ul style="list-style-type: none"> • Cadw'r person yn ddiogel rhag niwed, a ellid ei achosi ganddynt hwy neu gan eraill • Cadw eraill (gan gynnwys aelodau'r teulu) yn ddiogel rhag niwed a achosir gan y person. Gellir achosi niwed yn fwrriadol neu'n ddamweiniol.
Ymddopi ag arferion beunyddiol:	Mae hyn yn ymwneud â sut mae'r person yn delio â'i ofal personol ei hun, anghenion domestig a phethau beunyddiol eraill; eu gallu i ofalu am aelodau teulu dibynnol neu eraill sy'n agos atynt.
Ymgysylltiad:	Mae hyn yn ymwneud ag ymgysylltiad y person mewn gwaith, addysg a dysgu, bywyd y teulu, rhydwethiau cymdeithasol a gweithgareddau cymunedol. Mae'n cydnabod angen person i ymgymryd â'i rôl a'i gyfrifoldebau cymdeithasol, gan gynnwys rhianta a gofalu.

Rydym yn codi tal am y gwasanaethau canlynol:

- Gofal cartref
- Gofal dydd
- Cefnogaeth gwaith prosiect
- Gofal nos
- Cynlluniau byw yn y gymuned
- Lleoiliadau oedolion
- Taliadau uniongyrchol
- Cymorth a gyfarwyddir gan ddinasyddion

Efallai hefyd y byddwch yn talu am wasanaethau teleofal. Bydd cost hyn yn cael ei gymryd i ystyriaeth fel traul yn yr aseciad ariannol.

Mae prydau bywd a ddarperir yn eich cartref chi neu mewn canolfannau gofal dydd yn dreuliau bywyd bob dydd, ac nid ydynt yn cael eu heffêithio gan yr aseciad ariannol.

Nid ydym yn codi tal am:

- Gludiant i wasanaethau dydd, neu
- Achlysur cynntaf ailalluogi.

Nid yw taliadau'n berthnasol i:

- Berson dan 18 oed;
- Oedolyn sy'n dod dan Adran 117 Deddf Iechyd Meddwl 1983;
- Oedolion gyda diagnosis afiechyd Creutzfeldt Jacob (CJD), neu
- Oedolion sy'n derbyn gwasanaethau yn eu rôl fel gofalwr.

We charge for the following services:

- Home care
- Day care
- Project work support
- Night time care
- Community living schemes
- Adult placements
- Direct payments
- Citizen directed support

You may also pay for Telecare services. The cost of this will be taken into account as an expense within the financial assessment.

Meals provided in your own home or in local authority day centres are daily living expenses, and are not affected by the financial assessment.

We do not charge for:

- transport to day services, or
- the first occasion of reablement.

Charges do not apply to:

- a person under the age of 18 years;
- an adult subject to Section 117 of the Mental Health Act 1983;
- adults who are diagnosed as suffering from Creutzfeldt Jacob Disease (CJD), or
- adults who receive services in their capacity as a carer.

4. How is the amount a person has to pay worked out?

If you have home care or domiciliary care services arranged by Social Services the charge for these will be based on:

- your weekly income;
- the amount of savings and capital you have, and
- the number of hours of care you receive each week.

Denbighshire's Charging Policy is based on guidance and regulations from the Welsh Assembly Government. To make sure that the charges we make for domiciliary care are fair, we have set a maximum weekly charge. The charging policy is used to decide whether someone will pay:

- **nothing towards the cost of their care;**
- **the full charge for their care** - this is worked out according to how much care they are receiving up to a maximum of £50 per week, or
- **part of the cost of their care.** The exact amount will depend on how much money they have each week after meeting certain expenses and how much care they receive. This will not be more than £50 per week.

We review charges annually. Please see our latest leaflet entitled 'Charges for non-residential services'.

A financial assessment officer from Denbighshire County Council will ask you to provide different items of financial information to help them work out how much you can afford to pay towards your services. For example we will ask you for bank statements and benefit letters. We will need this information as soon as possible. If you think you will need longer than 3 weeks to provide these, please let us know. Our contact details are in Section 9 of this leaflet.

Bydd swyddog asesiad ariannol o Gyngor Sir Ddinbych yn gofyn i chi ddarparu gwahanol eitemau o wybodaeth ariannol i'w helpu i weithio allian faint fedwrch fforddio ei dalu tuag at y gwasanaethau. Er enghraifft, byddwn yn gofyn am weid datganiadau banc a llythyrau budd-daliadau. Bydd angen yr wybodaeth hon cyn gynted ag y bo modd. Os byddwch yn meddwl y bydd angen mwy na 3 wythnos i ddarparu'r rhain, gadewch i ni wybod. Mae ein manylion cyswilt yn Adran 9 y datlen hon.

Rydym yn adolygu'r taliadau bob blwyddyn – gweler ein datlen ddiweddaraf 'Taliadau am wasanaethau dibreswy'.

- **Ran o gost eu gofal.** Bydd yr union swm yn dibynnu ar faint o arian sydd ganddynt bob wythnos ar ôl talu treuliau penodol a faint o ofal a dderbynnir. Ni fydd yn fwy na £50 yr wythnos.
- **Tâl llawn y gofal** – mae hyn yn cael ei weithio allian yn ôl faint o ofal a dderbynnir, hyd at uchafswm o £50 yr wythnos, neu
- **Dim tuag at gost eu gofal;**

Mae Polisi Codi Tâl Sir Ddinbych yn seiliedig ar arweiniad a rheoliadau gan Lywodraeth Cymru. I sicrhau bod y taliadau am ofal cartref yn deg, rydym wedi pennu tâl uchaf wythnosol. Defnyddir y polisi codi tâl i benderfynu os bydd rhywun yn talu.

- Eich incwm wythnosol;
- Faint o gynillion a chyfalaf sydd gennych, a
- Nifer o oriau o ofal a gewch bob wythnos.

Os ydych yn cael gwasanaethau gofal cartref wedi eu trefnu gan y Gwasanaethau Cymdeithasol, bydd y tâl am y rhain yn seiliedig ar:

If you would like help with filling in the form, please contact us and we will arrange for somebody to visit you. If someone is completing this form for you, we will need your consent for us to talk to them about this.

What if I can't or don't want to give you information about my finances?

If you choose not to tell us your financial circumstances or don't provide the information we need, you will be asked to pay the maximum cost of £50 per week for your care. This will begin on the day your care starts.

Weekly income

Your total weekly income includes:

- all social security benefits and pensions;
- all occupational pensions, and
- payments you receive from other sources, like payments from other people.

We are not interested in money which you earn as wages.

Os hoffech gael help gyda llenw'r ffurflen, cysylltwch â ni ac fe drefnwn i rywun ddod i'ch gweld. Os bydd unrhyw un yn cwblhau'r ffurflen hon ar eich rhan, byddwn angen eich caniatâd chi i drafod hyn efo nhw.

Beth os na fedrat, neu os nad wyf eisiau rhoi'r wybodaeth i chi am fy materion ariannol?

Os ydych yn dewis peidio â dwed wrthyf am eich amgylchiadau ariannol, neu os nad ydych yn darparu'r wybodaeth sydd ei hangen, bydd angen i chi dalu'r uchafswm o £50 yr wythnos am ofal. Bydd hyn yn dechrau ar ddiwrnod cyntaf eich gofal.

Incwm wythnosol

Mae cyfanswm eich incwm wythnosol yn cynnwys:

- Holl fudd-daliadau nawdd cymdeithasol a phensiynau;
- Holl bensiynau galwedigaethol, a
- Thaliadau a gewch o ffynonellau eraill, megis taliadau gan bobl eraill.

Nid oes gennyf ddiwedddeb mewn arian a gewch fel cyfflog.

Capital includes savings, investments, property and land (other than the person's home). We do not count the value of the home you live in. The financial assessment team calculate your capital using government guidelines. You should contact the team to discuss your capital if it is not held in a bank, building society, or post office account, as certain sorts of assets are treated as income and not as capital.

Capital below £22,500

If your capital is below £22,500 then it is ignored.

Capital over £22,500

If you have more than £22,500 in capital, then you will be charged for your services. This will be up to a maximum of £50 per week.

If at any time you are receiving services and your capital/savings fall below £22,500 please contact your financial assessment officer. They can then arrange for a financial assessment to be completed. Contact details are in Section 9 of this leaflet.

We will not give financial assistance to anyone who we believe has deliberately disposed of capital/savings so that they fall below £22,500. They will be asked to pay the full cost for their services.

The rules about capital and income for couples

If you are part of a couple, we will only take into consideration capital that belongs to **you**. If your capital is held jointly with someone else we will only take 50% into consideration. We will take 100% of your income into consideration unless you receive a benefit for joint use, such as Income Support or Pension Credit. If this is the case, we will take 50% into consideration when assessing you.

We will ask whether or not you are willing to have your finances assessed as a couple, as this could benefit you. If you agree to be assessed as a couple, we make a 'better off' calculation. This means that we will assess your finances individually, then as a couple, and use the calculation that works out best for you.

Byddwn yn gofyn i chi os ydych yn barod i gael asesu eich cyllid fel cwpl, gan y gallai hyn fod o fudd i chi. Os ydych yn cytuno cael eich asesu fel cwpl, rydym yn gwneud cyfrifiad 'gwell allan'. Mae hyn yn golygu ein bod yn asesu eich arian fel unigolyn, yna fel cwpl, ac yna'n defnyddio'r cyfrifiad sy'n gweithio orau i chi.

Os ydych yn un o gwpl, byddwn ond yn cymryd i ystyriaeth gyfatef sy'n perthyn i chi. Os dellir eich cyfatef ar y cyd gyda rhywun arall, byddwn ond yn cymryd 50% i ystyriaeth. Byddwn yn cymryd 100% o'ch incwm i ystyriaeth oni fyddwch yn derbyn budd-dal i'w ddefnyddio gan y ddau ohonoch, megis Cymorth Incwm neu Gredyd Pensiwn. Os yw hyn yn berthnasol, byddwn yn cymryd 50% i ystyriaeth wrth eich asesu.

Rheolau cyfatef ac incwm i gypiau

Ni fyddwn yn rhoi cymorth ariannol i unrhyw un yr ydym yn credu iddynt gael gwared yn fwiadrol ar gyfatef / gynllion er mwyn iddynt syrthio islaw £22,500. Gofynnir iddynt dalu cost llawn y gwasanaeth.

Os ydych yn derbyn gwasanaethau ac os bydd eich cyfatef / cynllion yn syrthio islaw £22,500 yna cysylltwch â'ch swyddog asesiad ariannol. Medrent wedyn dreftnu bod eich asesiad ariannol yn cael ei gwblhau. Mae manylion cyswilt yn Adran 9 y daflen hon.

wythnos.

Os oes gennyfch fwy na £22,500 mewn cyfatef, yna bydd angen i chi dalu am eich gwasanaethau. Bydd hyn hyd at uchafswm o £50 yr

Cyfatef dros £22,500

Os yw eich cyfatef dan £22,500 yna caiff ei anwybyddu.

Cyfatef islaw £22,500

incwm ac nid fel cyfatef.

Mae cyfatef yn cynnwys cynllion, buddsoddiadau, eiddo a thir (ac eithrio cartref y person). Nid ydym yn cyfrif gwerth y cartref rydych yn byw ynddo. Mae'r tim asesiad ariannol yn cyfrifio eich cyfatef gan ddefnyddio canllawiau'r llywodraeth. Dylech gysylltu â'r tim i dratod eich cyfatef os nad yw mewn cyfrif banc, cymdeithas adeiladu neu swyddfa bost, gan fod rhai mathau o asedau yn cael eu cyfrif fel incwm ac nid fel cyfatef.

- eich enillion chi neu enillion eich partner a chredyd treth gwaith
- unrhyw lwfans byw i'r anabl (DLA) symudedd;
- elfen gorfol y DLA neu lwfans gwelini os ydych yn derbyn y raddfa uwch ac os yw ceftogaeith ond yn cael ei ddarparu naill ai yn ystod y dydd neu'r nos;
- budd-dal tai (ad-daliad rhent) neu fudd-dal treth gyngor;
- unrhyw forgoais, rhent neu dreth gyngor;
- £10 o unrhyw bensiwn rhyfel neu bensiwn gweddwon rhyfel;
- unrhyw daliadau am gostau gorfol preifat, cyn belled â bod y rhain yn cael eu cytuno fel rhai angenrheidiol gan y gweithiwr cymdeithasol;
- holl incwm cronfa byw'n annibynnol (ILF) ac unrhyw dal a wneir i ychwanegu at gostau gorfol ILF, ac
- unrhyw elfen credyd cynllion eich credyd pensiwn gwladol.

Incwm y byddwn yn ei ddystyru o'ch asesiad

- yn sicrhau nad oes neb yn talu mwy na £50 yr wythnos;
- yn sicrhau nad yw incwm net defnyddiwr y gwasanaeth yn syrthio islaw lefelau syffiaenol cymorth incwm neu gredd pensiwn gwarantiedig (ynglhyd â 35% o'r gyfradd hon) oherwydd taliadau am wasanaethau, ac
- yn sicrhau bod holl ddefnyddwyr gwasanaeth sy'n cael asesiad ariannol yn cael dystyru 10% pellach mewn incwm fel cyfraniad tuag at eu gwariant sy'n gysylltiedig ag anabedd.

O 11 Ebrill 2011 newidiodd Llywodraeth Cymru sut mae awdurdodau lleol yn cwblhau'r asesiad ariannol. Mae hyn:

Income and disregards

From 11 April 2011 the Welsh Assembly Government made changes to the way that local authorities complete the financial assessment. This:

- makes sure that nobody is charged more than £50 per week;
- makes sure that a service user's net income doesn't fall below basic levels of income support or guaranteed pension credit (plus 35% of this rate) because of charges for services, and
- makes sure that all service users who have a financial assessment have a further 10% income disregard as a contribution towards their disability related expenditure.

Income we will disregard from your assessment

Once we have added up your total weekly income, certain amounts are then disregarded. These are:

- yours or your partner's earnings and associated working tax credit;
- any disability living allowance (DLA) mobility;
- the care component of DLA or attendance allowance if you receive the higher rate and support is only provided during either the day or night;
- housing benefit (rent rebate) or council tax benefit;
- any mortgage, rent or council tax;
- £10 of any war pension or war widows pension;
- any payments for private care costs, provided these are agreed as necessary by the social worker;
- all independent living fund (ILF) income and any payment made to top up ILF care costs, and
- any savings credit element of your state pension credit.

Once we have disregarded any of these that apply from your total weekly income, the amount left is used to work out how much you should pay for your services.

5. Queries and challenging the assessment outcome

If you have any questions or are unhappy with the outcome of the financial assessment, please contact the financial assessment officer, whose contact details will be on the letter notifying you of the assessment outcome.

If you feel you are unable to afford the assessed charge, the financial assessment officer will explain how to apply for a waiver of charges.

If you wish to make a complaint, you can:

- ask the financial assessment officer about our complaints policy;
- view our complaints policy online at: yourvoice@denbighshire.gov.uk or
- call into any of our offices for a leaflet about how to complain.

6. How charges can be paid

Bills listing services that have been provided, their costs and the total amount payable will be sent on a monthly basis. These will always be a month in arrears – for example, the invoice for services you received in September will be sent to you in October.

Payments can be made:

- in cash;
- by cheque;
- by postal order;
- over the telephone (call the debtors department on 01824 706000 and using a debit or credit card), or
- by direct debit.

- gydag artian parod;
- gyda siec;
- gydag archeb bost;
- dros y ffon (ffoniwch yr adran dyledwyr ar 01824 706000 a ddefniddiwch gerbyn debyd neu gredyd) neu
- trwy ddebyd uniongyrchol.

Gellir talu:

Bydd biliau yn rhestru'r gwasanaethau a ddarparwyd, eu costau a'r cyfanswm sy'n daladwy yn cael eu hanfon bob mis. Bydd y rhain bob amser fis ar yn ôl – er enghraifft, bydd y bil am y gwasanaethau a gawsoch ym mis Medi yn cael ei anfon atoch ym mis Hydref.

6. Sut medrch dalu

- olyn i'r swyddog asesu artianol am ein polisi cwynion;
- weld ein polisi cwynion arlein yn eich llais@sirddinbych.gov.uk neu
- dodd i unrhyw un o'n swyddfeydd i ofyn am dafien ar sut i gwyno.

Os dymunwch gwyno, medrch:

Os ydych yn teimlo na fedrch fforddio'r taliadau a aseswyd, bydd y swyddog asesu yn esbonio sut medrch wneud cais i gael hepgor y taliadau.

Os oes gennych unrhyw gwestiwn, neu os ydych yn anfonion gyda chanlyniad yr asesiad artianol, cysylltwch â'r swyddog asesiad artianol – bydd eu manylion ar y llythyr sy'n eich hysbysu o ganlyniad yr asesiad.

5. Holi ynglyn a chanlyniad asesiad a herio'r canlyniad

Unwaith y byddwch yn wedi diystyru unrhyw rai o'r rhain sy'n berthnasol o'ch incwm wythnosol, mae'r swm sydd ar ôl yn cael ei ddefnyddio i weithio allian faint ddylech ei dalu am eich gwasanaethau.

Gall swyddog hawliau lles helpu gyda hyn a delio gyda phopeth yn ymwneud â budd-daliadau. Ni chodir tali am y gwasanaeth hwn ac mae ar gael i unrhyw un sy'n cael asesiad ariannol, boed yn gorffodol neu yn gwasanaethu ai peidio. Am help neu wybodaeth ar hawlio budd-daliadau, cysylltwch â'r Uned Hawliau Lles. Rhestrir eu manylion dan y cysylltiadau defnyddio'r yn adran 9.

Mae ymrwymiad gan Lywodraeth Cymru a Gwasanaethau Cymdeithasol Sir Ddinbych bod unrhyw un sydd angen gwasanaethau yn cael help i hawlio unrhyw fudd-daliadau nawdd cymdeithasol a phensiynau y mae ganddynt hawl iddynt er mwyn iddynt fedru talu'r costau hyn. Mae hyn yn cynnwys budd-daliadau nad yw pobol etallai wedi eu derbyn yn y gorffennol.

Mae'r swm y bydd angen i bobl ei dalu tuag at gost eu gwasanaethau yn cymryd i ystyriaeth eu gallu i dalu.

Rydym yn deall bod gorffod talu am y gwasanaethau yn debygol o achosi pryder mawr i ddefnyddwyr gwasanaeth, er bod y taliadau wedi eu cadw mor isel ag y bo modd.

7. Hawlio budd-daliadau i helpu gyda'r taliadau

Mae Cyngor Sir Ddinbych yn disgwyl i antonebau gael eu talu'n llawn ar ôl asesiad ariannol neu os bydd y client yn dewis talu hyd at uchafswm o £50 yr wythnos. Os ydych yn cael trafferth talu, dylech gysylltu â'r swyddog asesiad ariannol neu siarad efoc'h cydgyssylltydd gorfal neu weithiwr cefnogi.

- Swyddfeydd arian neuadd y dref (dros y cownter neu trwy'r post)
- Siopau un alwad, neu
- Banc y National Westminster.

Derbynir taliadau yn:

Payments will be accepted at:

- town hall cash offices (over the counter or by post)
- one stop shops, or
- the National Westminster Bank.

Denbighshire Social Services expects invoices to be paid in full following a financial assessment or client opting to pay up to a maximum of £50 per week. If you are having difficulty paying, you should contact the financial assessment officer or speak to your care coordinator or support worker.

Any non-payment of an invoice will be reviewed and we will send out reminders. Continued failure to pay invoices will result in action being taken by the local authority to recover the debt.

7. Claiming benefits to help pay for charges

We understand that having to pay for services is likely to be of great concern to service users, even though the charges have been kept as low as possible.

The calculation of what people will have to pay towards the cost of the services they receive takes account of their ability to pay.

There is a commitment from the Welsh Assembly Government and Denbighshire Social Services that anybody who needs services should be helped to claim any social security benefits and pensions they are entitled to so that they can meet these costs. This includes benefits that people may have missed out on in the past.

A welfare rights officer can help with this process and deal with all matters relating to benefits. There is no charge for this service and it is available to everyone who has a financial assessment carried out, whether they have to pay for their services or not. For help or information relating to claiming benefits, contact the Welfare Rights Unit. Their contact details are listed under 'useful contacts' in section 9.

In 99% of cases, people will be better off after claiming extra benefits even if some of that increased income goes towards paying for care.

Please note that any extra benefit income you receive will be counted for financial assessment purposes from the date of the award letter you receive from the Department for Work and Pensions. Because of this, we will not backdate charges to the date you made your claim for benefits.

8. What happens to the financial and personal information you hold about me?

We will deal with all information confidentially and your details will be held safely and securely.

9. Useful contacts

- For more information, please contact the First Contact Team.

First Contact Team
 Denbighshire Social Services
 64 Brighton Road
 Rhyl
 LL18 3HN

Phone 01824 712900
 Fax 01824 712888
 Email firstcontactteam@denbighshire.gov.uk
 Text 07917 597993

Mewn 99% o achosion, bydd pobl yn well allan ar ôl hawlio budd-daliadau ychwanegol, hyd yn oed os oes peth o'r incwm ychwanegol yn mynd tuag at dalu am ofal.

Nodwch y bydd unrhyw incwm budd-dal ychwanegol a gewch yn cyfrif i ddibenion asesiad ariannol o ddyddiad y llythyr dyfarnu a gewch gan yr Adran Gwaith a Phenysyau. Oherwydd hyn, ni fyddwn yn ôl-ddyddio taliadau i'r dyddiad pan wnaethoch eich cais am fudd-daliadau.

8. Beth sy'n digwydd i'r wybodaeth ariannol a phersonol sydd gennych amdanaf?

Bydd yr holl wybodaeth yn cael ei thrin yn gyfrinachol a bydd eich manylion yn cael eu cadw'n ddiogel.

9. Cysylltiadau defnyddiol

- Am wybodaeth bellach, cysylltwch â'r **Tim Cyswilt Cynat**.

Tim Cyswilt Cynat
 64 Ffordd Brighton
 Y Rhyl
 LL18 3HN

Tim Cyswilt Cynat
 Neuadd y Sir
 Ffordd Wynnastay
 Rhuthun
 LL15 1YN

Ffôn 01824 712900
 Ffacs 01824 712888
 E-bost timcyswiltcynat@denbighshire.gov.uk
 Testun 07917 597993

Gwasanaethau Cymdeithasol
 Ty Russell
 Fordd Churton
 Y Rhyl
 LL18 3DP
 Gwasanaethau Cymdeithasol
 Neuadd y Sir
 Fordd Wynnstay
 Rhuthun
 LL15 1YN
 Ffôn: 01824 712800
 Ffacs: 01824 706410
 Ffôn: 01824 71800
 Ffacs: 01824 706262
 E-bost: fao.team@denbighshire.gov.uk
 tim.sac@sirddinbych.gov.uk

- Am wybodaeth ar gyfrifad asesiad ariannol ac ar y taliadau, cysylltwch â'r **Tim Cyllid, Incwm ac Aseu** yn un o'r cyfeiriadau isod.

Ffôn 0800 032 1099
 Ffacs 01824 712888
 E-bost sylwadauagc@sirddinbych.gov.uk
 Testun 07917174038

Sylwadau a chwynion
 64 Fordd Brighton
 Y Rhyl
 LL18 3HN

- Am wybodaeth ar hepgor y broses dalliadau neu i wneud sylwadau neu gwyno am unrhyw agwedd o'ch gwasanaethau, cysylltwch â'r **Tim Sylwadau a Chwynion**.

- For information about the waiver of charges process, or to make a comment or complaint about any aspect of your services, please contact the Comments and Complaints Team.

Comments and complaints
 Denbighshire Social Services
 64 Brighton Road
 Rhyl
 LL18 3HN

Phone 0800 032 1099
 Fax 01824 712888
 Email ssdcomments@denbighshire.gov.uk
 Text 07917174038

- For information about the financial assessment calculation and information on charges, please contact the **Finance, Income & Assessment Team** at either of their bases.

Social Services
 Russell House
 Churton Road
 Rhyl
 LL18 3DP

Phone: 01824 712800
 Fax: 01824 706410
 Email: fao.team@denbighshire.gov.uk
tim.sac@sirddinbych.gov.uk

Social Services
 County Hall
 Wynnstay Road
 Ruthin
 LL15 1YN

Phone: 01824 71800
 Fax: 01824 706262

- For information and advice about claiming benefits you may be entitled to, please contact the **Welfare Rights Unit**.

Welfare Rights Unit
Fronfraith
c/o Russell House
Churton Road
Rhyl
LL18 3DP

Phone 0800 169 6625
Fax 01824 712345
Email welfare.rights@denbighshire.gov.uk

• Citizens Advice Bureau (CAB)

CAB provide a free, confidential, impartial and independent advice service on a wide range of subjects as well as specialist advice on debt and welfare benefits.

Call in or phone one of our local offices, Monday to Friday, .

- Rhyl CAB 11 Water Street. 01745 334568
- Prestatyn Pop In Centre, Meliden Road, (phone Rhyl CAB for an appointment)
- Denbigh CAB 23 High Street 01745 814336
- Ruthin CAB The Old Fire Station, Market Street, 01824 703483
- Llangollen CAB 33 Hall Street, Llangollen 01978 860983

Or call our advice line on 08444 77 20 20.

- Am wybodaeth a chyngor ar hawlio budd-daliadau efallai bod gennyh hawl iddynt, cysylltwch â'r **Uned Hawliau Lles**.

Uned Hawliau Lles
Fronfraith
d/o Ty Russell
Ffordd Churton
Y Rhyl
LL18 3DP

Ffôn 0800 169 6625
Ffacs 01824 712345
E-bost hawliau.lles@sirddinbych.gov.uk

• Chyngor ar Bopeth (CAB)

Mae CAB yn cynnig gwasanaeth cynghori cyfrinachol, di-ddedd ac annibynnol am ddim ar ystod eang o bynciau, ynghyd â chyngor arbenigol ar ddyledion a budd-daliadau lles.

Galwch heibio neu ffonwch un o'r swyddfeydd lleol, Lun – Gwener:

- CAB y Rhyl, 11 Stryd y Dŵr 01745 334568
- Canolfan Galw Heibio Prestatyn, Ffordd Gallt Melyd, (ffoniwch CAB y Rhyl i wneud apwyntiad)
- CAB Dinbych, 23 Stryd Fawr 01745 814336
- CAB Rhuthun, Yr Hen Orsaf Dan, Stryd y Farchnad, 01824 703483
- CAB Llangollen 33 Hall Street, Llangollen 01978 860983

Neu ffonwch ein llinell gymorth ar 08444 77 20 20.

Am fanylion asiantaethau cynghori eraill, gofynnwch am ein taflen
'Gwasanaethau Cynghori yn Sir Ddinbych 2009/2010', sydd hefyd
ar gael ar ein gwefan: www.sirddinbych.gov.uk
Ffôn: 01745 813999
Gwefan: www.cadmhas.co.uk

Cysylltwch â nhw Llun - Gwener 9a.m. i 5p.m.

- gwasanaeth adfocatiath arbenigol iechyd meddw;
- mynediad at wybodaeth yn ymwneud â hawliau lles, tai, dyledion a nifer o faterion eraill;
- mynegbost i asiantaethau eraill a chefnogaeth i gael mynediad at y gwasanaethau hyn;
- cynrychiolaeth mewn cyfarfoddydd cynllunio gotal, ac adfocatiath Annibynnol Deddf Iechyd Meddwl.

Mae CADMHAS yn cynnig:

- **Gwasanaeth Adfocatiath Iechyd Meddwl Conwy a Sir Ddinbych (CADMHAS)**

- **Conwy and Denbighshire Mental Health Advocacy Service (CADMHAS)**

CADMHAS offers:

- specialist mental health advocacy;
- access to information regarding welfare rights, housing, debt and many other issues;
- signposting to other agencies and support to access these services;
- representation at care planning meetings, and
- Independent Mental Health Act (IMHA) advocacy.

Contact them Monday to Friday, 9a.m. to 5 p.m.

Telephone: 01745 813999

Website: www.cadmhas.co.uk

- For details of other advice agencies, please ask for our leaflet, '**Advice Services in Denbighshire 2009/2010**', which is also available on our website: www.denbighshire.gov.uk

