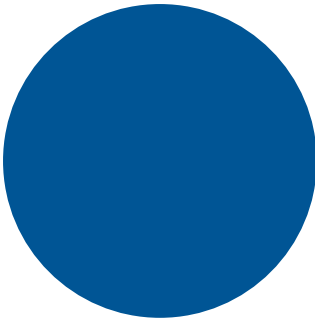


# The Cost to You

Charging Policies for Personal Budgets,  
Home Care and other Non-Residential Services



Middlesbrough Council  
**Department of Social Care**

This leaflet is for people who need support to help them live independently at home using a personal budget.

## **Charging for Direct Payments, Home Care and other Non-Residential Services**

We are committed to helping people continue to live in their own homes.

We can help you by arranging a service or by giving you a direct payment so that you can choose and pay for your own services.

Services include:

- Day care services
- Domestic support services
- Personal care services
- Community support

Or a combination of the above

**This leaflet explains:**

- How we work out any cost to you
- How you will make payments for services
- How to get more help and advice and
- What to do if you are unable to pay

## How will you assess my contribution?

Your social worker will ask you to sign a form to agree to a financial assessment.

A Specialist Advice Officer will contact you to:

- Work out if you are able to pay anything towards the cost of the service or towards the money we might give you through a direct payment.
- Carry out a welfare benefits check to make sure you are getting all the benefits you are entitled to and
- Help you fill out the forms, if needed.

There are a number of documents that we will need to see.

- Up to date Bank/Post Office statements of the account your state benefits are paid into.
- Any other up to date Bank/Building Society/Post Office Account passbooks/statements
- Works pension – pay advice note (P60) from previous employer
- Any other documents relating to your financial circumstances, for example those relating to stocks, shares, ISAs and premium bonds.

It would be helpful if you could have them ready when we contact you.

We do all of this in the strictest confidence and we will not cause you any undue anxieties. Where possible we make sure the same member of staff stays with your financial assessment until it is finalised.

## Who will have to pay?

If your disposable income is more than the basic level of Income Support/Pension Credit plus 25% you will have to pay towards the cost of your service.

You will always be left with the amount the government says that you need to live on per week.

## Who will not have to pay?

You will not have to pay if:

- You are under 18 years old
- You are entitled to services under section 117 of the Mental Health Act 1983
- You have been assessed as eligible for fully funded NHS Continuing Healthcare
- Your home care services are part of an intermediate care package, for up to a maximum of 6 weeks, of rehabilitation and distinct from other forms of home care service.

## What if I receive more than one service or get a Direct Payment to pay for different things?

We will see if you can pay anything towards the services or the parts of your Personal Budget which we charge for.

## What happens if I am earning?

We will not take into account your earnings when assessing your ability to pay for a service.

## What if I have savings?

We will take your savings into account when we calculate your charge for a service. This does not include the value of your home.

We will not take into account savings below £14,250 (£28,500 for couples).

If you have savings of more than £23,250 (£46,500 for couples), you will have to pay the full cost of your care package.

If your savings fall between these two levels you would have to pay £1 for every £250 in your savings.

## Disability Related Expenditure

The Specialist Advice Officer will take into account any reasonable additional costs you may have as a result of age, disability or ill health and allow these when they assess if you can afford to pay towards the cost of the service you receive.

You may have to provide proof of the extra costs you incur. We can take into account extra costs such as:

- Diet;
- Laundry;
- Clothing/footwear;

- Bedding;
- Water and fuel costs;
- Transport costs;
- Personal assistance costs;
- Gardening
- Cleaning;
- Community alarm system;
- Disability related equipment;
- Social costs and
- Wear and tear on clothing or furniture.

## **Where can I find more information?**

More details about the charging policy can be found online at [www.middlesbrough.gov.uk/leaflets](http://www.middlesbrough.gov.uk/leaflets) or phone us (01642) 726004 and we will send you a copy.

From personal care to getting odd jobs done, from advice to coping with ill health you can find out about a wide range of local community based services by accessing our information Directory “Middlesbrough Matters” at [www.middlesbroughmatters.co.uk](http://www.middlesbroughmatters.co.uk)

## **What if I am unhappy with the decision?**

If you are unhappy with the amount you have to pay you should write to the Finance Team (Middlesbrough Council, Department of Social Care, Civic Centre, PO Box 505, Middlesbrough, TS1 9FZ) saying why you think the assessment is wrong.

You should give as much information as possible. Another Specialist Advice Officer will look at your case. They may contact you for more information.

If the second Specialist Advice Officer comes to the same decision you can ask for a Senior Manager to look at your case.

If you are still unhappy with the decision you can ask for a Councillor to hear your case.

## **What will happen if I do not want to disclose my personal financial circumstances?**

We will assume you can cover the full cost of the service you are receiving. If you are unhappy with this procedure, you can use the review and appeals process outlined above.

## **How will we collect the charges?**

We collect them at 4 weekly intervals, in arrears and by invoice. We will send you an invoice with details of how and where you can pay.



# Tell us what you think about this booklet

We would like to hear from people who read our information. Please take a few minutes to fill in this tear form to tell us what you think.

**How useful did you find this booklet?**

**Name of booklet?**

 Good

 Okay

 No use

**How easy is the leaflet to understand?**

 Good

 Okay

 No use

**Do you have any comments or suggestions about the information we make available?**

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Please post this tear off form back to us at the freepost address below. There is no need for a stamp.

**Social Services, Freepost MI 408, Civic Centre,  
Middlesbrough TS1 2BR**

Thank you for giving us your views. You have helped us to understand what we are doing well with our information and what we need to improve on.

Please note that you can also share more of your views with us on our website at

<http://consult.middlesbrough.gov.uk/portal/hsc>



# How to contact the Department of Social Care

## In office hours:

Our office hours are  
Monday to Thursday 8.30am - 5.00pm  
Fridays from 8.30am - 4.30pm.

You can contact us by phone  
**Telephone: (01642) 726004**, or  
by using **Minicom: (01642) 726980**  
(please use announcer).



In person you can visit us at our  
Contact Centre, Middlesbrough House,  
50 Corporation Road, Middlesbrough TS12YQ.  
The Contact Centre is open from  
Monday to Thursday - 8.30am to 4.30pm  
and on Fridays from 8.30am to 4pm



## Emergencies, out of office hours and weekends:

For emergencies, out of office and weekends you can  
**Telephone: 08702 402994** or you can call using  
**Minicom: (01642) 602346** (please use announcer.)

## You can write to us at:

Middlesbrough Council Department of Social Care  
PO Box 505, Civic Centre, Middlesbrough TS1 9FZ



## You can email us at:

[socialservices@middlesbrough.gov.uk](mailto:socialservices@middlesbrough.gov.uk)

## Or visit our website at:

[www.middlesbrough.gov.uk/comments](http://www.middlesbrough.gov.uk/comments)



CTY\_HC

We can provide this leaflet in other languages, large print, Braille on CD or tape telephone 01642 728305.

ہم آپ کو یہ لیفلٹ دوسری زبانوں میں بھی فراہم کر سکتے ہیں فرمائش خواہ بڑے پرنٹ کی ہو،  
سی ڈی پر بریل یا ٹیپ پر اور اسکے لئے نمبر 01642 728305 پر فون کیجیے

हम यह लीफ़्लैट दूसरी भाषाओं में, बड़े प्रिन्ट में, ब्रेल में सी डी पर या टेप पर अनुवाद करवा सकते हैं  
कृपया टैलीफोन करें 01642 728305

ਅਸੀਂ ਇਹ ਲੀਫ਼ਲੈਟ ਦੂਜੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ ਸੀ ਡੀ ਤੇ ਜਾਂ ਟੇਪ ਤੇ ਅਨੁਵਾਦ ਕਰਵਾ  
ਸਕਦੇ ਹਾਂ ਫ਼ੋਨ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 01642 728305

باستطاعتنا تقديم هذا المنشور بلغات اخرى أو بكتابة كبيرة أو الابريل على قرص سي دي أو  
شريط, الرجاء الاتصال بالهاتف 01642 728305

我们可以提供其他语言大字体,盲文的光碟或磁带版本.需者请致电  
01642 728305

[www.middlesbrough.gov.uk](http://www.middlesbrough.gov.uk)

  
Middlesbrough  
moving forward