

Adult Social Care

Information pack for new extra care customers – your care contract and your core charge

April 2023



North
Tyneside
Council

Introduction

This information pack is for new extra care customers. It is to be used as part of the tenancy sign-up process. It complements and can be read in conjunction with the extra care brochure. <https://my.northtyneside.gov.uk/category/791/older-people>

It provides some more information relating to extra care services provided by Adult Social Care, including three documents that should be signed when you sign your tenancy, relating to your extra care service.

When you sign your tenancy you will be asked to sign three documents relating to your care service.

- Care contract
- Direct debit mandate
- Factsheet

Charging arrangements

Customer core charge: When a person lives in an extra care scheme Adult Social Care (North Tyneside Council) will bill ALL new customers a customer core charge of £25 per week. The customer core charge contributes towards the cost of the on-site 24-7 care team, including the overnight service and ensuring additional needs can be met. All new extra care customers are asked to

- Sign a **care contract** in relation to this
- Complete a **direct debit mandate**, instructing North Tyneside Council to set up a direct debit to pay for the core charge.

Financial assessment and care costs: For people living in North Tyneside, Adult Social Care (North Tyneside Council) will carry out a financial assessment which will calculate a maximum contribution that you will be asked to pay towards the cost of your care. You will be asked to

- Sign the **financial assessment factsheet** relating to financial assessment and charges for community care and support; to acknowledge you have had sight of and agree to this process

For people living outside of North Tyneside

- The local authority where you live may commission your service, or your local ICB (Integrated Commissioning Board) may commission your service if you are CHC funded. The respective organisation will advise you of any contribution you will be asked to pay towards the cost of your care

- You may privately and directly commission your own service from the on-site care team OR from North Tyneside Council (if you are moving to Cliffords Mews or Havelock Place).

More information on costs and charges is available in the extra care brochure
<https://my.northtyneside.gov.uk/category/791/older-people>

FACTSHEETS FOR SIGNATURE

I confirm I have read the contents of the factsheets and consent to follow Adult Social Care arrangements for extra care services.

Signed _____

Name _____

Date _____

Factsheet 3. Financial assessment

After your social care assessment, if it is decided you have care and support needs, the Local Authority will carry out a financial assessment.

What is a financial assessment?

If you choose to receive care and support from the Local Authority you must have a formal financial assessment carried out by a Visiting Officer.

A financial assessment looks at your income, savings and expenses and works out how much, if anything, you need to contribute to the cost of your care and support. The amount you have to pay is called your **assessed contribution**.

If you have capital assets (such as savings, certain property and investments) worth **over £23,250**, you will be required to pay the full cost of your care and support. This is called **Self Funding**.

What will happen at my Financial Assessment

The Visiting Officer will contact you or your representative to arrange your financial assessment. The officer will look at your current financial circumstances and you may be asked to provide documents as evidence of any income, benefits, pensions and capital assets, as well as any expenses (energy bills, council tax bills, etc). The financial assessment may be carried out by telephone or face to face.

The Visiting officer may offer you a welfare benefit check and help to apply for any additional benefits you may be able to claim. The Visiting Officer may help you to apply or make a referral to the Department of Work and Pensions (DWP) on your behalf.

North Tyneside Council's charging policies are in line with national government guidance to ensure that only those who can afford to pay for their care and support, do so.

For more detailed information on Financial Assessments

please see our [extended factsheet here](#)

<https://mycare.northtyneside.gov.uk/web/portal/pages/help/facts/factsheet3/factsheet3.1>

Last reviewed and updated September 2021

Factsheet 11. Charges for Community Care and Support

Following an assessment of your care and support needs, a financial assessment is carried out by North Tyneside Council to determine your assessed contribution.

What is an assessed contribution?

Your assessed contribution is the amount of money you are deemed able to pay towards the cost of the chargeable services you receive.

A full financial assessment will be carried out by a Visiting Officer who will calculate your assessed contribution using information and evidence you provide about your income, savings, and capital assets, offset by any allowances.

Why does North Tyneside Council charge for community based services?

The Care and Support Regulations 2014 (under Charging and Assessment of Resources) gives Local Authorities discretionary power to charge for non-residential, community based services. It also provides that Authorities may recover such charges, as they consider reasonable.

The Department of Health issued Statutory Guidance effective from April 2015. North Tyneside's Charging and Financial Assessment for Adult Care and Support Services Policy is in line with this guidance.

How is my assessed contribution calculated?

Your income, capital and allowances are taken into account when deciding how much you are able to contribute towards the cost of your care. You will generally fall into two categories:-

Self-funding

If you have over £23,250 in capital assets you are classed as **Self-Funding** and are not eligible for financial support towards the cost of your services. However, you can still ask the Local Authority to find and set up community based services on your behalf.

Eligible for support

If you have under £23,250 in capital assets may be eligible for support towards the cost of their services.

If you receive services living in their own home and are eligible for support towards the cost of your services, your contribution will be up to a maximum of the actual cost of care.

The assessed contribution that you will be asked to pay for any chargeable service will not exceed the cost to the Local Authority of providing the service.

The assessed charge will apply from the start date of the service or services you receive.

The Visiting Officer will use the information you have provided to calculate the total value of your capital assets (savings and investments).

How is my capital used in the calculation?

- If the value of your capital is below £14,250 it will not be included in the financial assessment.
- If your assets are between £14,250 and £23,250 a capital tariff of £1 for every £250 worth of assets will be applied and used in the financial assessment calculation.
- If your assets are over £23,250 you will be determined as being able to pay for the full cost of the amount of service you receive or the amount of your Personal Budget.

Please note that you should not give away or part with any capital, savings or investments including property with the intention of paying a lower charge now or in the future. The Local Authority may still treat you as having the assets and charge you as if they were still available to you.

General Living Allowance.

As part of the financial assessment, the Government sets a Minimum Income Guarantee (MIG).

This is an amount of money which is deemed to be the minimum an individual should have per week to enable them to manage financially and is disregarded from the financial assessment.

North Tyneside Council have agreed to allow an additional 5% above the government

guidance for the MIG. We will refer to this as the **General Living Allowance**.

Charges will not be applied that would bring your weekly income down to below these amounts.

Following a financial assessment, if your income is less than these amounts you will not be required to pay for the services you receive. However, following a benefit check you may not be in receipt of all of the benefits that you may be entitled to and you will be assisted to increase your income.

How do I pay my assessed contribution?

You will receive an invoice every 4 weeks, the Local Authority's preferred method of payment is by Direct Debit. However if you cannot pay by this method you can choose to pay by one of the alternative options listed below.

- Internet
- Debit Card by calling 0345 2000101
- Payment Card

You can also pay directly by sending your cheque to Customer Accounts, North Tyneside Council, First Floor Left, Quadrant, Cobalt Business Park, North Tyneside NE27 0BY quoting your invoice number.

Will my assessed contribution change?

Your assessed contribution will be reviewed at regular intervals, however, if at any time your financial circumstances significantly change you must advise your allocated Social Care Worker who will arrange for a re-assessment of your contribution by a Visiting Officer.

If you do not agree with the assessed contribution you can request that it is reviewed. A review can be requested via the Manager – Financial Assessment and Income Recovery on (0191) 643 7764 or by post to North Tyneside Council, Financial Services, Quadrant East, 1st Floor left, The Silverlink North, Cobalt Business Park, North Tyneside NE27 0BY.

For further information on Charges for Community Care and Support

please see our [extended factsheet here](#)

[<https://mycare.northtyneside.gov.uk/web/portal/pages/help/facts/factsheet11/factsheet11.1>]

Last reviewed and updated November 2021

NORTH TYNESIDE COUNCIL – ADULT SOCIAL CARE

AGREEMENT FOR CONTRIBUTION FOR EXTRA CARE

It is recommended that you seek independent legal and / or financial advice before signing this agreement.

This agreement is made on the [DATE] (This should be the same date as the tenancy)

Between

North Tyneside Council, The Silverlink North, Cobalt Business Park, North Tyneside NE27 0BY
(the 'Authority')

And

[NAME AND ADDRESS OF POTENTIAL EXTRA CARE TENANT AND LAS ID]

(the Resident)

Together 'the parties'

This agreement relates to the Resident and their tenancy at:

[NAME AND ADDRESS OF EXTRA CARE ACCOMMODATION]

(the 'Accommodation')

The cost of which includes a weekly fee of twenty five pounds in United Kingdom currency (as set out below) to be paid to the Authority by the Resident.

It is Agreed by and between the parties

1. Definitions

In this agreement the expressions set out below will have the following meanings

'Contract' - the Contract between the extra care provider for the Accommodation and the Authority

'Resident' - the person who is to become or has become a tenant at the Accommodation

'Fee' - the Twenty five pounds per week in United Kingdom Currency to be paid 4 weekly to the Authority by the Resident

Agreement

The Resident agrees to pay the Authority the Fee on a 4 weekly basis from the start date of their tenancy at the Accommodation until the last date of their tenancy.

The Fee will be charged weekly and raised by Invoice every 4 weeks. This will be collected by Direct Debit on a 4 weekly basis and the Resident is required to provide the Authority with their Bank details via the Authority's standard Direct Debit mandate form.

The Resident is required to inform the Authority of the start date of their tenancy at the Accommodation prior to moving into the Accommodation.

The Authority is responsible for notifying the resident of any changes to the charges outlined in this Agreement.

Declaration

For the avoidance of doubt the Resident declares that:

- They have had the opportunity to seek independent financial and / or legal advice in relation to this agreement and the Top-up Contribution.
- In the event the Fee is not paid the Resident acknowledges that legal proceedings may be instigated for recovery of the sums due to the Authority ;
- They agree to notify the Authority immediately of any changes in circumstances which may affect their ability to pay the Fee and understands that this may trigger a review of arrangements.

Resident

Signed

Name

Date

On behalf of The Council of the Borough of North Tyneside

Signed

Name

Position.....

Date.....

