



# ADULT SOCIAL CARE CHARGING POLICY

EASY READ VERSION



Buckinghamshire  
Council

This document is about how Buckinghamshire Council charges for Adult Social Care Services

**CONTACT BUCKINGHAMSHIRE  
COUNCIL'S ADULT SOCIAL CARE TEAM**



01296 383 204



[ascfirstresponse@buckinghamshire.gov.uk](mailto:ascfirstresponse@buckinghamshire.gov.uk)



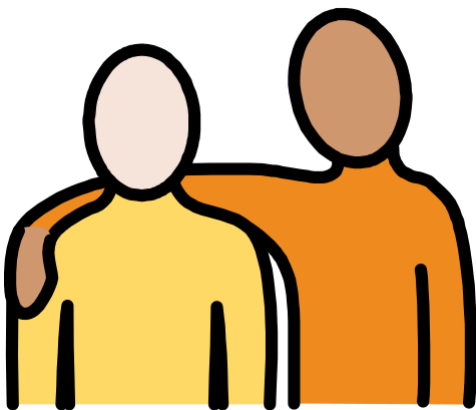
# Adult Social Care Charging Policy



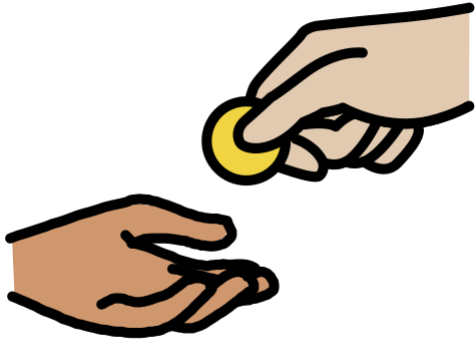
This document is a about how Buckinghamshire Council charges for adult social care services.



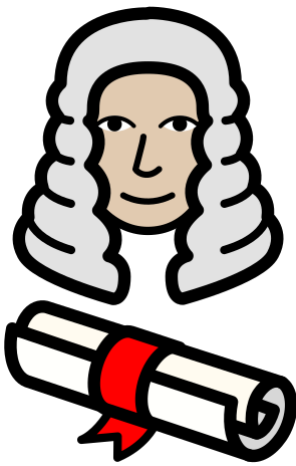
For more detailed information please see the original policy document by visiting <https://careadvice.buckinghamshire.gov.uk>



Adult social care services can support you to live your life if you have a disability, illness, or need extra help.



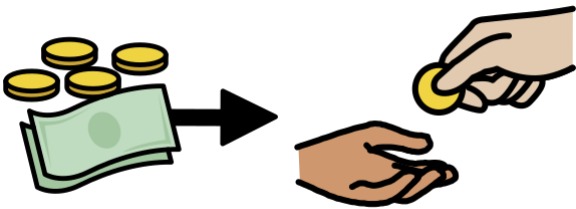
The Council charges for some services, but not for others.



The Council follows the Care Act 2014 when it charges for services.



If you have enough money to pay for your own care, this is called being a self-funder.



The Council will look at your money and savings to see how much you can pay for your services. This is called a financial assessment.



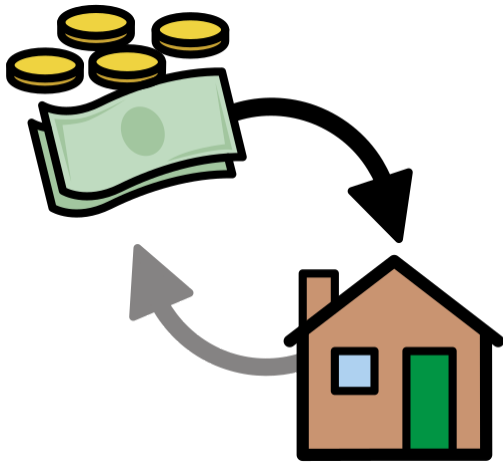
If you have more than £23,250 in savings, the Council may complete a pre-assessment to confirm you have enough money to pay for your care.



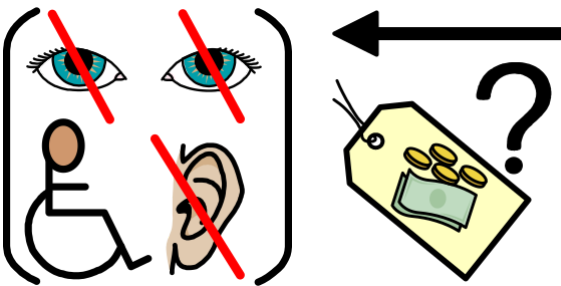
If your savings are less than £23,250 or you are unsure, the Council can complete a full assessment to check if you should pay towards the cost of your care.



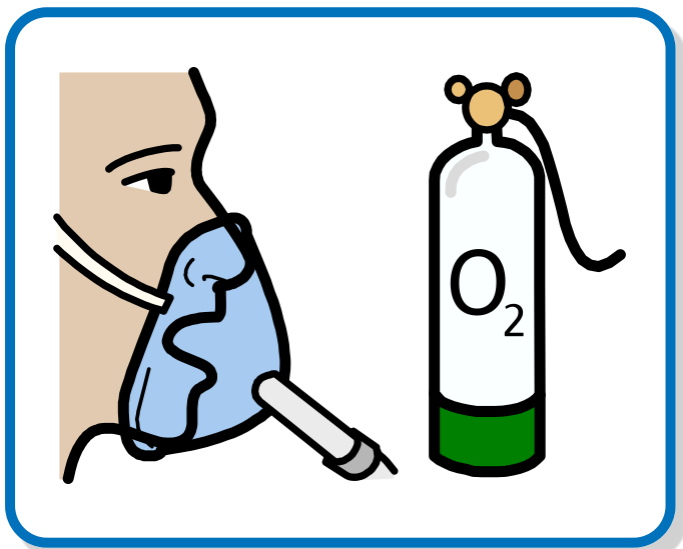
The Council will send you a finance form to fill out and send back to them.



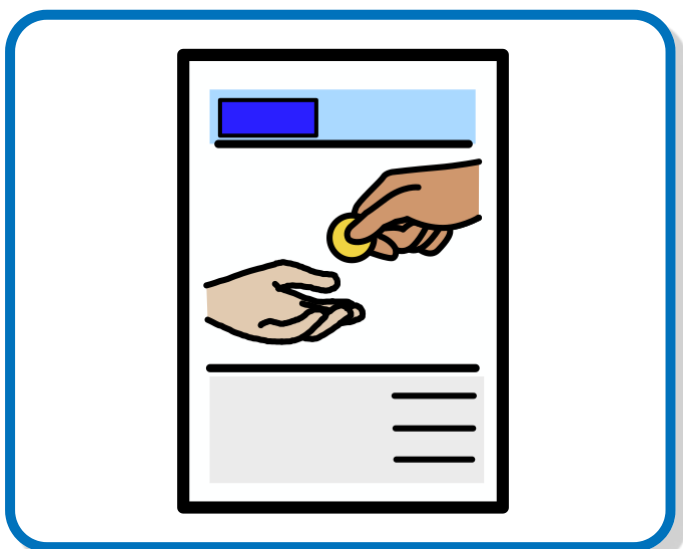
The Council will make sure you have enough money to pay for things like rent, food, and bills. This is called the Minimum Income Guarantee (MIG) or Personal Expense Allowance.



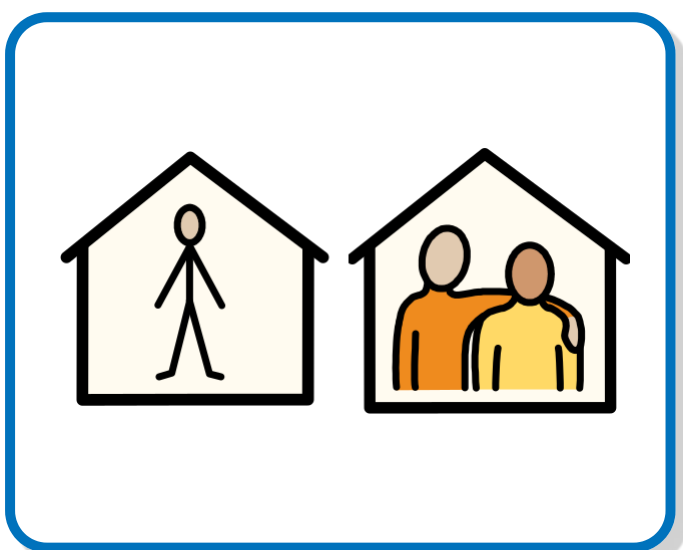
The Council will also consider any extra costs you have because of your disability. This is called Disability Related Expenditure.



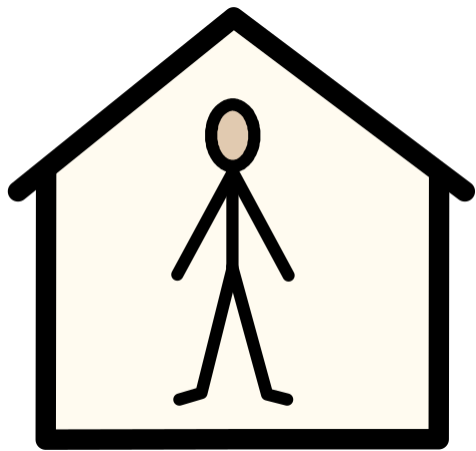
Disability Related Expenditure can include things like oxygen cylinders and continence aids.



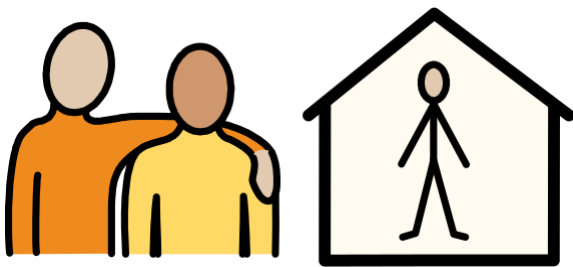
The Council will send you a letter to tell you how much you have to pay for your services. This is called your care charge.



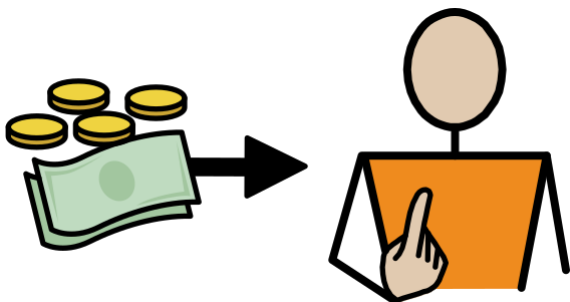
The Council charges for three types of services and there are different rules for each of these.



The first is called Non-residential care. This means services and support that help you live in your own home or community.

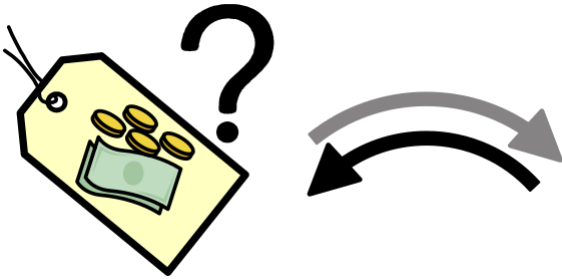


The Council charges for home care services, day services, and other support provided at home.

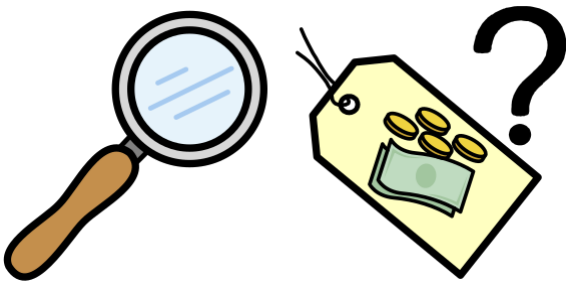


Some people receive money from the Council to arrange their own Non-Residential care, so they can choose their own services. This is called a Direct Payment.

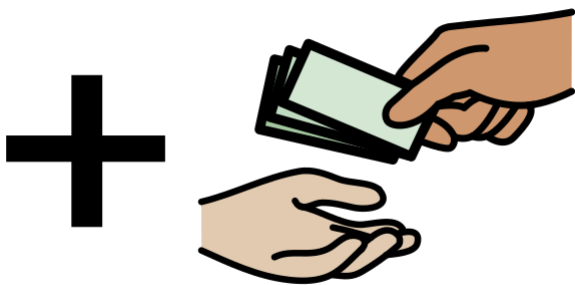




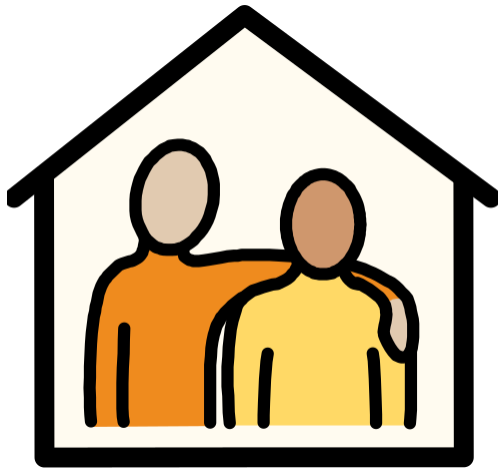
Rates for non-residential care can be different depending on where you live, how much support you need, and who is providing the support.



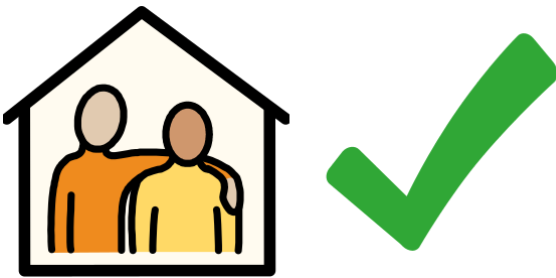
So, if you receive a direct payment to arrange your own care, it is important to compare rates from different providers to find the best value for your needs.



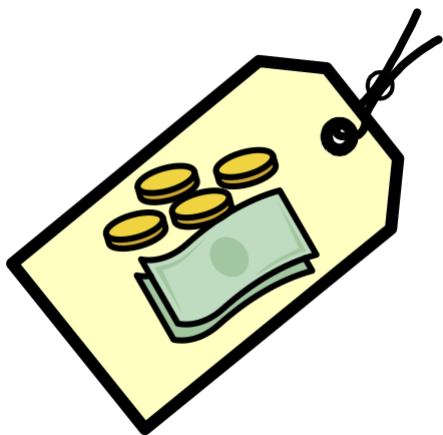
If you choose services that cost more than the direct payment, someone else may need to pay the difference. This is called a top-up.



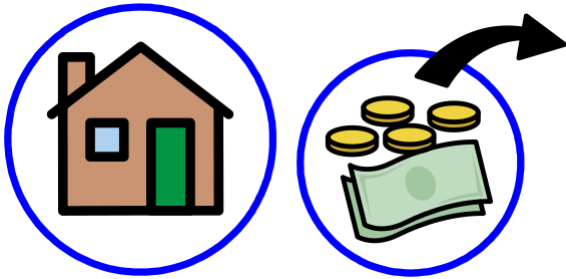
The second type of service that the Council charges for is called Residential Care. This means services and support you receive while you live in a care home.



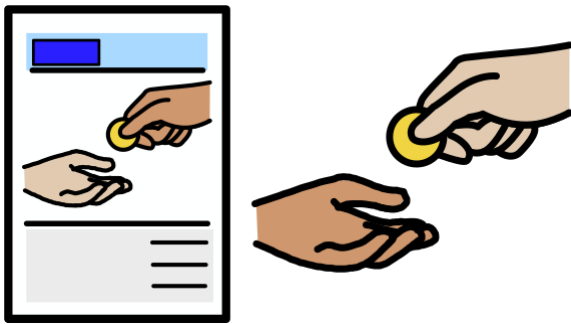
If you need to live in a care home, the Council will help you find one that meets your needs and is affordable.



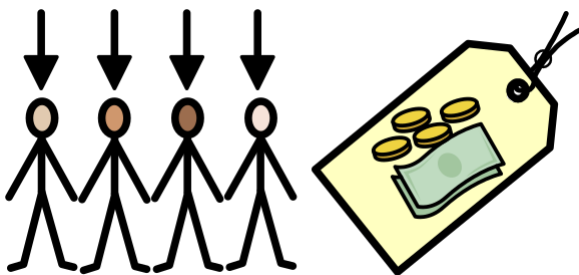
If you choose a more expensive care home, someone else may have to pay the difference (top-up).



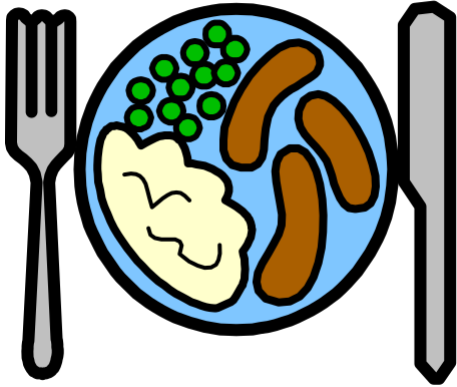
If you own a property, the Council may use its value to pay for your care home fees. This is called a deferred payment.



You can pay the Council back when you sell your property or when you die.



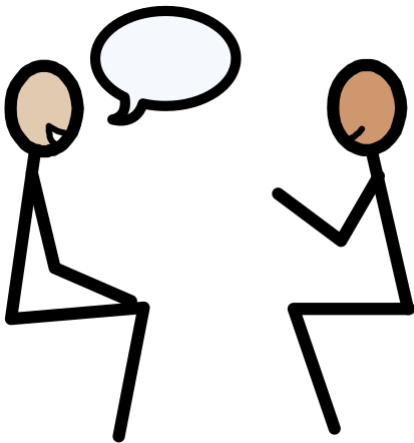
The third type of service charges are called flat rate charges. This means that everyone pays the same for certain services. It doesn't depend on your financial situation.



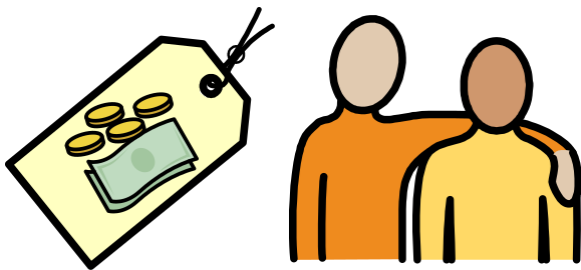
Services with flat rates include meals at day centres.



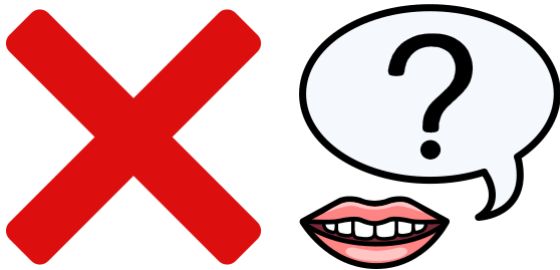
If you are a self-funder you would pay flat rates for: brokerage fees; and care package setup fees.



The Council can help self-funders to speak with a person who can help find providers for the services they need. This is called a Brokerage Service.



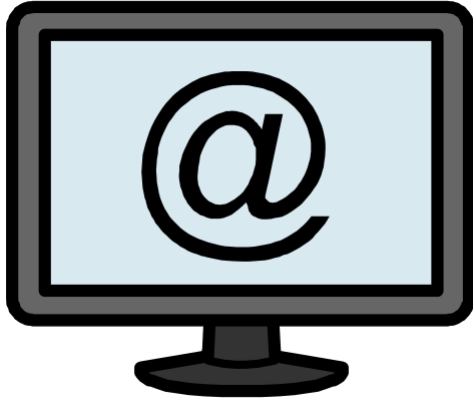
Care package setup fees means charges to cover the costs related to creating and organising the Care package.



If you do not agree with your care charge, you can ask the Council to check it again. This is called an appeal.

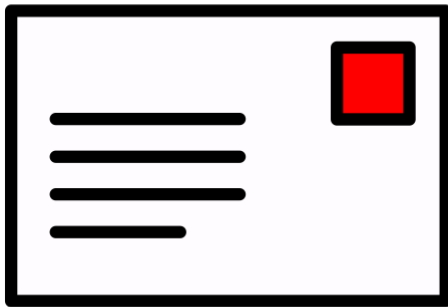


To make an appeal you can call the Finance Assessments Team on 01296 387 912



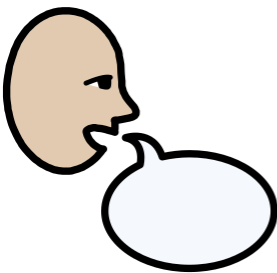
You can send an email to:

financeassessment@buckinghamshire.  
gov.uk

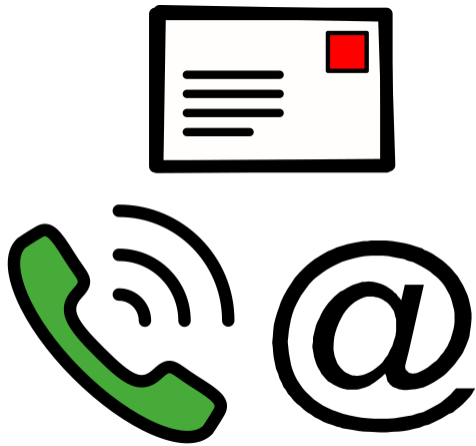


You can write to:

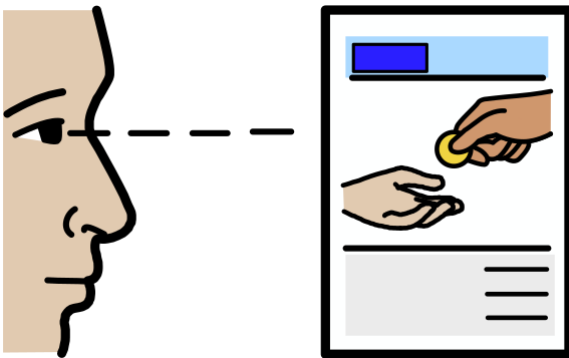
Finance Assessments Team  
Buckinghamshire Council  
Walton Street  
Aylesbury  
HP20 1UD



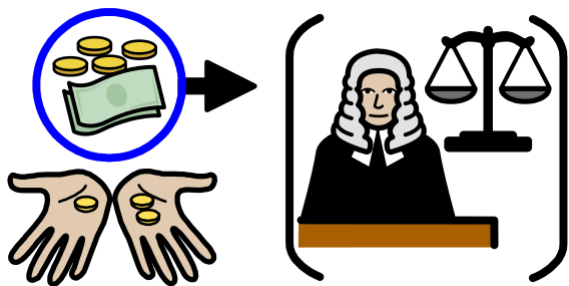
If your money or savings change, or if your care needs change, you must tell the Council as soon as possible.



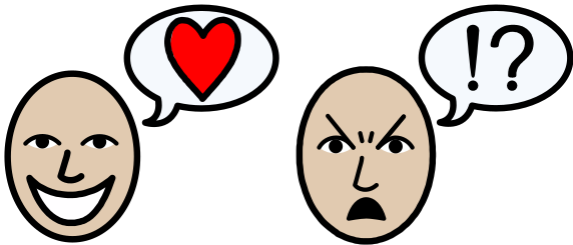
You can do this by contacting the Finance Assessments Team.



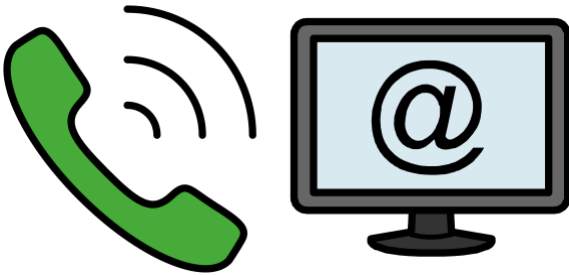
The Council may change your care charge or your services.



If you do not pay your care charge, the Council may take legal action to get the money back. This is called debt recovery.

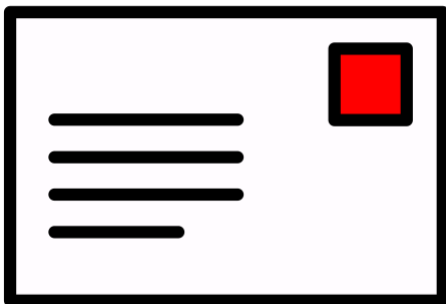


If you are happy or unhappy with the Council's services, you can tell the Council. This is called a compliment or a complaint.



To make a compliment or complaint you can call 01296 387 844 or send an email to:

[complimentsandcomplaints@buckinghamshire.gov.uk](mailto:complimentsandcomplaints@buckinghamshire.gov.uk)



Or you can write to:

Compliments and Complaints Team  
Buckinghamshire Council  
Walton Street  
Aylesbury  
HP20 1UA