



The Financial Assessment for Non Residential Care Services

Bromley Adult Care Services have provided this fact sheet as an introduction to the Financial Assessment process. If you would like further information please contact us using the details at the end of this fact sheet.

The Visiting Team

Our Visiting Team are here to help you, they will visit you in your home to work out your charge. They will also help you to claim any Welfare Benefits you may be entitled to.

A member of the Visiting Team will telephone you to arrange a convenient time for a Visiting Officer to come and see you and will tell you the name of the person who will be coming. All our Visiting Officers have been police checked and carry identification. Please ask to see the Visiting Officer's identification before letting them into your home.

If you have a relative or friend who helps you with your finances they should be with you when the Visiting Officer comes.

If you need to cancel your appointment for any reason, you can contact the visiting Team on the following numbers:

Office Number: 020 8313 4614

Office Mobile : 07960049625

Fax Number: 020 8313 4716

Minicom : 020 8313 4057

E-mail: visiting.officers@bromley.gov.uk

If you do not wish to tell us about your finances you will have to pay the full charge for the services you receive.

When the Visiting Officers come they will need to see evidence of your finances, so please have the following documents ready:

- Department of Work and Pension letters
- Welfare benefit book/letters
- Bank/building society/post office state-

ments/books

- Stocks/shares/bond/certificates
- Utility bills for examples gas/electricity
- Receipts for domestic/personal help
- Receipts for disability related purchases
- Rent/Council Tax statements
- Any other documents concerning your finances
- Power of Attorney document

We also need to know if you receive Housing or Council Tax benefits.

We will ask you to sign a form allowing us to make a benefit check with the Pensions Service or the Department of Work and Pensions (DWP)

If you receive Attendance Allowance or DLA-Care, we may be able to make an allowance towards the costs of disability related expenses and may ask questions such as;

- Do you have to have the heating on all day because you feel the cold?
- Do you have problems getting out?
- Is gardening a problem for you?
- Do you have special dietary needs, such as a gluten free diet, or food allergies?

Will I be expected to pay for the full cost of my care?

The service is subsidised by the Council and the amount you pay is only a contribution based on your own financial circumstances.

You will only be asked to pay the full charge for your care if;

- you have over £23,250 in savings.
- you have agreed to pay for the cost of the service.
- you do not wish to disclose your financial details.

I am on Income Support./Pension credit. Will I have to pay?

We will charge for your care only if you also receive Attendance Allowance or Disability Living Allowance Care component (DLA Care). We will take into account other income such as a War Pension or War Widows Pension and private or occupational pensions. We do not include DLA-Mobility allowance and income from the Independent Living Fund.

How do you work out my assessed charge?

We will work out your assessed charge based on both your capital and income. We then make a deduction for certain household spending such as rent, mortgage, Council tax and service charges. If you are receiving Attendance Allowance or DLA-Care, we will also make allowances for any extra expenses that you may have due to your disability. We call this Disability Related Expenditure (DRE)

How soon will I be told what my assessed charge is?

As long as all of the information is provided the Visiting Officer will be able to tell you when they visit. They will also tell you when the charge will start.

What will happen next?

We will send a letter to confirm your assessed charge. The letter will also show a "maximum charge". This is the most we can ask you to pay even if your home care service is increased.

How will I know how much I owe?

We will send you a statement every two months. The charges will show in arrears. This is because we have to wait for the agency providing the care to let us know how many hours you have received each week before we can bill you.

How often will I have to pay?

We will show a date on the statement which tells you the period the charges are for. You can either;

- Pay the amount showing on the statement in full, or
- Set up a standing order to make regular payments.

You can arrange a standing order by contacting the **Income Section on 020 8315 1388**.

Bromley Adult Care Services is committed to protecting your privacy in accordance with current Data Protection and Human Rights legislation.

However, we may need to check personal information particularly if your circumstances change, for example if you need respite care or you go into a care home. We will give information only if we have to.

Bromley Social Services Direct



020 8461 7777

020 8464 7350

This leaflet can be made available in other languages, in large print, Braille and on tape. To request a copy or for any further information please contact Adult & Community Services on:

Our correspondence address is:

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