



Day Services

If you are thinking of going to a day service, or already go to one, you need to read the information below. This information applies whether you go to a day service run by the council, a privately run day service, or a combination of the two.

If you go to a privately run day service you might have a Direct Payment to pay for it. Ask your social care worker how a Direct Payment works if you do not understand. If you do not have a Direct Payment, details about how to pay for your day service are on this factsheet.

Day service costs

The cost of your day service will depend on the level of support you need. We have 4 support levels – low, medium, high and complex – you will be assessed to find out which one applies to you.

Paying for your day service

You will then be assessed to see how much you will have to pay towards the cost of the day service.

Some people do not have to pay anything if:

- Our assessment of your finances shows that you cannot afford to pay towards your support
- You have any form of Creutzfeldt Jacob Disease (CJD)
- You are receiving after-care services provided under Section 117 of the Mental Health Act 1983

Following the financial assessment, some people are asked to pay something towards their support, but not the whole cost.

Some people are asked to pay the whole cost of their support as they have enough money to pay for this.

We charge you by sending you an invoice (bill) every 4 weeks. You will receive the invoice after the period we are asking you to pay for so you will be 'paying in arrears'.

The Day Service will complete a register of who attends, and if you pay for, or towards, your day service you will generally be marked as 'in'. If you do not attend the day service for any reason other than those listed below you will be charged. This is because the day service still has to pay the costs of the service when you are not there, including staff wages and costs for electricity and gas.

Occasions when you do not have to pay

You will not be charged if you cannot attend your day service because you are:

- Admitted to hospital or have to attend an out-patient appointment
- Receiving out-patient care for diagnosis or treatment, relating to a specific illness or disability, and this stops you attending
- You go into respite care

Someone will need to notify your day service if you cannot attend for any of these reasons so that you are not charged.

You will not be charged if the day service is closed – for example for Bank Holidays, or if bad weather prevents it opening.

Meals at the day service

In privately run day services arrangements for meals will vary.

If you go to a Council day service, there may be an option to buy a lunch there. You will be charged for this, regardless of whether you have to pay towards your support. The charges will be on your invoice, and you will only be charged for the meals you have had.

You have the option to take a packed lunch if you do not want to buy a meal.

Transport to and from the day service

Some people may be eligible to receive transport to and/or from the day service. This is organised and subsidised by the Council. If this is the case, you will be charged towards the cost of transport, regardless of whether you have to pay towards your support, other than in the following cases:

- You have any form of Creutzfeldt Jacob Disease (CJD)
- You are receiving after-care services provided under Section 117 of the Mental Health Act 1983
- Your transport costs are paid by another local authority or the NHS
- You started to use transport between 2011 and 2013. This is when we changed the transport charges as part of our day service modernisation programme

The cost is the same whether you have a single or return journey. The charge for transport will be on your invoice, and you will be charged towards transport for any days you have a day service place unless you:

- Give 48 hours' notice that you will not require transport: You will need to inform the day service if you use their transport, or inform the Transport and Travel Service on 0115 9774727 if you travel by taxi
- Are admitted to hospital suddenly. Someone will need to let your day service know about this

As local arrangements can occasionally be in place regarding who to contact to cancel transport it is advisable to check with your day

service when you start there how you should cancel your transport.

It is important that you are ready to be picked up at the time and location that has been agreed with you. This is particularly important if you are travelling in a shared taxi or mini bus where other passengers have to be picked up further along in the journey. Your transport provider will pick you up and drop you off as near to the times that have been agreed with you as is possible. Please be aware that occasionally the actual time may vary slightly depending on traffic conditions.

Useful contacts:

If you go to a day service it may be helpful if you write their contact details here:

Nottinghamshire County Council Customer Services Centre:

Phone: 0300 500 80 80

Monday to Friday: 8am to 6pm

Email: enquiries@nottsc.gov.uk

Website: www.nottinghamshire.gov.uk

Minicom: 01623 434993

Phone 0300 500 80 80 if you need the information in a different language or format.

For queries about your charges towards your Personal Budget – homecare, day services, meals, transport: 0115 9775760

(Option 2)

acfs.community-assessments@nottsc.gov.uk

For queries about the financial assessment process: 0115 9775760

(Option 2)

acfs.community-assessments@nottsc.gov.uk

For queries about invoices, debt recovery, ways to pay: The Debt Recovery Team: 0115 9772727

(Option 2, then option 1, then Option 1)

debtrecovery@nottsc.gov.uk