

# Paying for Support



This easy read document tells you about paying for support from Nottinghamshire County Council.

## Understanding this document



If you need help to understand this information, please show it to someone who supports you or looks after your money.



They will be able to help explain what this information means and how it might affect you.



Your supporter could also help you to contact the council for an assessment of your needs and an assessment of your finances.

## Living independently



We want people to live as independently as possible for as long as possible.

There is a range of support options to help you to do this.

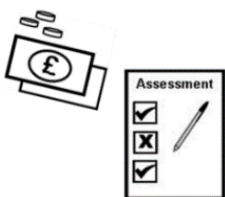


To help you think about your care and support needs and to see the kind of support is on offer, go to our [Notts Help Yourself website](https://nottshelpyourself.org.uk).

## Who is this information for?



This information is for people who need care and support to live at home in the community and might have to pay towards their care.



If a person must pay towards their care they will pay a Weekly Assessed Contribution.



Some people will need to pay all the cost of their support.

People that pay for all their support are called Self-Funders.

## How do I find out if I can get support at home?



You can ask us to do a free assessment of your needs.



When we understand what your support needs are, we can decide if they can be met by Nottinghamshire County Council.



Anyone can ask for an assessment from the council.

## How do I get an assessment of my needs?

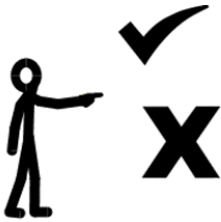


You or the person who supports you should contact our [Customer Service Centre](#) to ask for a Needs Assessment.

## How much will I have to pay towards my care?



Some people do not have to pay towards their care.



Someone from the council will explain to you if you must pay or not.



Almost everyone who has support will have to pay something towards the cost of their care.



If a social care worker arranges support for you, they will tell the Adult Care Financial Services team.



They will send you a financial assessment form to fill out.



You or somebody who supports you will need to fill out the form and return it to the Adult Care Financial Services team.

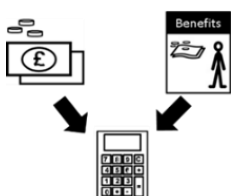


The information you give us is used to work out how much you can afford to pay.

## How is the amount I must pay worked out?



We work this out using the rules set by the Department of Health and Social Care.



Lots of things can affect how much you pay towards your care. For example savings, pensions, benefits and income.



The social care worker will explain what these are and if they affect you.



If savings and things you own (but not your home) are worth more than £23,250 you will have to pay the full cost of your care.



If your savings and things you own is below £14,250, you will only be charged based on your income.



You or the person supporting you should [speak to our Customer Services Centre](#) to ask for a financial assessment.



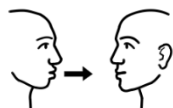
Your care and support cannot start before the date you contact them.



Self-funders can use something called a brokerage service.



Brokerage services help you make choices about your care and support.



They will tell you what support you can get and the different providers that offer this support.



There is charge of £12.40 every four weeks to cover the council's costs for arranging the service.

## Important!



You must not give away savings, property, or other things so you can pay less towards your care.

If you do there will be an investigation.



It is important that the council have all the information they need.



You must tell them your income and what you own, and if there are any changes.

## Continuing Healthcare



If you are assessed as having healthcare needs, you may be able to get some, or all your costs paid by the NHS through "Continuing Healthcare"



Talk to the person who supports you if you want to find out more about Continuing Health Care.

You can find out more about Continuing Health Care by telephoning your local Clinical Commissioning Group:



If you live in

**Bassetlaw**

Phone 01777 863313



If you live in

**Ashfield, Mansfield**

**Newark and Sherwood**

phone 01623 785450



If you live in

**Rushcliffe** or

**any other area of Nottinghamshire**

phone 0115 883 4720

## Disability Related Expenses



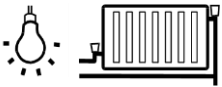
When we work out how much you pay towards your care, we include an allowance of £20 per week.



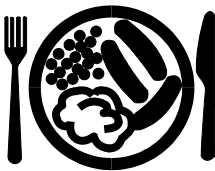


This allowance is to help you to pay any extra expenses you have because of your disability or illness.

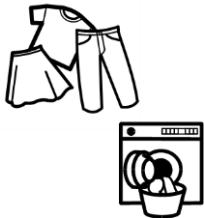
For example:



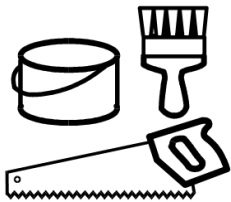
- Extra gas and electric costs to heat your home due to your disability



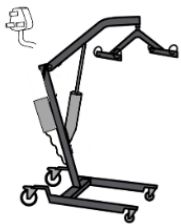
- Special foods you may need due to your disability or illness which are not provided by prescription



- Extra costs of laundry if you are incontinent



- Property maintenance you can't do because of your disability or illness



- Special equipment or clothing you need because of your disability or illness

These are a few examples of what your allowance could include.



If you have other costs tell your social care worker as they could also be included.



We have a separate [easy read document with more information about Disability Related Expenses.](#)



If you need more than a £20 per week we might be able to increase your allowance if you can show us why you need more money.



Speak to your social care worker about this.

## Will I have to sell my home?

No.



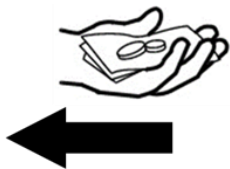
While you are living in your home it will not be included in how we work out what you pay towards your care.



If you own another property and you do not live there, this will be included when we work out what you must pay.



If your care needs change and you must move from your home, you might not have to sell your property straight away.



There is a scheme called the [Universal Deferred Payment Scheme.](#)



This information is not yet in easy read format, so if you need help understanding it, please ask someone who supports you.

## How do I find support?



If you are assessed as being able to have care at home, we can provide you with information to help you find it.

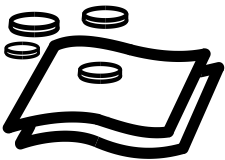
## When and how do I pay for my support?



If you have sorted out your own support, then you will have to arrange payment for that support yourself.



If you have chosen to have a Direct Payment and organise your own support you will pay whoever provides your support from your Direct Payment account.



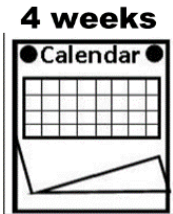
You will have to arrange with the support provider how and when to pay them.



There are support services who can help people who have a Direct Payment to arrange this.



We have a [web page with more information](#) about Direct Payments.



If you ask the council to arrange your support and to make payments to the support provider you will be sent an invoice (a bill) every four weeks.



**6 months**

We will check what the council have paid your provider and what you have been charged every six months.



If you have missed some of your support, you will get a Personal Budget Statement telling you how much you have overpaid. A credit note for the overpayment will be arranged.



The back of the invoice tells you the different ways you can pay.



If you pay by Direct Debit, this will be done automatically for you.



If you need to check if you are up to date with your payments contact the council's Debt Recovery Team.

The Debt Recovery Team can be contacted by telephone



0115 977 2727

Listen to the options and select option 2, then option 1, then option 1



or email: [debtrecovery@nottsc.gov.uk](mailto:debtrecovery@nottsc.gov.uk)

## What if I do not pay?



If you do not pay your charges, the council will contact you to find out what is wrong and if there are any problems.



It is a good idea to ask for help if you are making decisions about paying for care.

For example:



- If there are options and you want help to choose which one is best for you.



- If there is a difference between the care and support you say you need and what the council says it can offer you.



There is a list of service providers who can help you on the [Notts Help Yourself website](#).

These include:



- [MoneyHelper](#)



- [Citizen's Advice](#)



- [The Society of Later Life Advisers](#)



The council's [Customer Services team](#) can help you look at the options.



Independent financial advisers (IFAs) can give you advice on money matters, but you might have to pay for their service.



The council can give you information about some of the advisors that can give you advice about money.



Before you choose a money advisor you or the person who supports you should check these services are right for you.

## Should I get advice about my benefits and pension?



Yes, you should get advice about how your benefits and pension might affect what you have to pay towards your care.



We have a [webpage with information about benefits](#).



Information is also [available in easy read format](#).



Information is also available from



[Citizens Advice](#)

And



[Age UK](#)



Some local libraries have information of local organisations offering help and advice. You can [find your local library on the Inspire website](#).

## Short term care



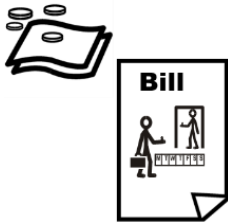
This is sometimes called respite care or short breaks.



If you pay the full cost for care at home, you will need to pay the full cost of your short break.



If you choose to organise this yourself you will have to organise paying the providers of your short-term care.

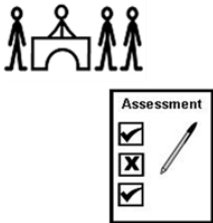


If the council organise it for you, you will receive invoices for the full cost.

## What If I have more questions?



If you have any questions about anything in this document please contact:



- Community Assessment Team,  
Adult Care Financial Services



Phone: 0115 977 5760 (select option 2)  
email [acfs.community-  
assessments@nottsccl.gov.uk](mailto:acfs.community-assessments@nottsccl.gov.uk)



or contact our Customer Service Centre

## Privacy Notice



The council protects your privacy and keeps all personal information confidential and safe.

More information is in our [Privacy Notice](#).

## Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



**Web:** [Use our online contact form](#)



**Telephone:** 0300 500 80 80



**Text Relay:** 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via

text can use the Text Relay service through the [Relay UK app](#).



## **Sign Video**

People who use British Sign Language to communicate can use the [SignVideo app](#) to speak with us.

## **Links in this document**

### **Notts Help Yourself website**

[nottshelpyourself.org.uk](http://nottshelpyourself.org.uk)

### **Disability Related Expenses Easy Read Factsheet**

[nottinghamshire.gov.uk/global-content/easy-read-library/disability-related-expenditure-easy-read](http://nottinghamshire.gov.uk/global-content/easy-read-library/disability-related-expenditure-easy-read)

### **Universal Deferred Payment Scheme**

[www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/universal-deferred-payments-scheme](http://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/universal-deferred-payments-scheme)

**Direct Payments information page**

[www.nottinghamshire.gov.uk/care/adult-social-care/paying-for-care/direct-payments-support-area](http://www.nottinghamshire.gov.uk/care/adult-social-care/paying-for-care/direct-payments-support-area)

**Benefits information page**

[www.nottinghamshire.gov.uk/care/benefits-finance/benefits](http://www.nottinghamshire.gov.uk/care/benefits-finance/benefits)

**Money Helper**

[moneyhelper.org.uk/en](http://moneyhelper.org.uk/en)

**Citizens Advice in Nottinghamshire**

[www.citizensadvice.org.uk/about-us/contact-us/nearby/?q=Nottinghamshire](http://www.citizensadvice.org.uk/about-us/contact-us/nearby/?q=Nottinghamshire)

**The Society of Later Life Advisers**

[societyoflaterlifeadvisers.co.uk](http://societyoflaterlifeadvisers.co.uk)

**Benefits Advice – plain English version**

[nottinghamshire.gov.uk/care/benefits-finance/benefits](http://nottinghamshire.gov.uk/care/benefits-finance/benefits)

### **Benefits Advice – easy read format**

[nottinghamshire.gov.uk/global-content/easy-read-library/accessing-benefits-and-other-government-support-easy-read](http://nottinghamshire.gov.uk/global-content/easy-read-library/accessing-benefits-and-other-government-support-easy-read)

### **Age UK in Nottinghamshire**

[www.ageuk.org.uk/notts](http://www.ageuk.org.uk/notts)

### **Inspire Libraries**

[inspireculture.org.uk](http://inspireculture.org.uk)

### **Privacy Notice: easy read**

[nottinghamshire.gov.uk/global-content/easy-read-library/privacy-notice-easy-read](http://nottinghamshire.gov.uk/global-content/easy-read-library/privacy-notice-easy-read)

### **Nottinghamshire County Council – contact us form**

[nottinghamshire.gov.uk/contactform](http://nottinghamshire.gov.uk/contactform)

### **Relay UK app**

[www.relayuk.bt.com/how-to-use-relay-uk/download-app.html](http://www.relayuk.bt.com/how-to-use-relay-uk/download-app.html)

### **SignVideo app**

[signvideo.co.uk/download](http://signvideo.co.uk/download)

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For plain English web page version of this information, go to:

[Paying for support | Nottinghamshire County Council](#)

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/paying-for-support

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