

Paying for day services

This factsheet explains how charges for day services work. It applies to council-run and privately run day services, or a combination of the two.

If you use a privately run day service, you might pay for it using a Direct Payment. Ask your social care worker to explain Direct Payments if you are unsure.

If you do not have a Direct Payment, this factsheet explains how to pay for your day service.

Day service costs

The cost of your day service will depend on the level of support you need. There are four support levels: low, medium, high and complex. You will be assessed to find out which support level applies to you.

Paying for your day service

You will then have a financial assessment to see how much you have to pay towards the cost of your day service.

You will 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-Jakob disease (CJD)
- you are receiving after-care services under section 117 of the Mental Health Act 1983

Following the financial assessment:

- some people are asked to pay part of the cost of their support
- some people are asked to pay the full cost because they have enough money to pay for it

Invoices

We will send you an invoice every four weeks. The invoice will cover a period when you have already used the service. This is called paying in arrears.

If you cannot attend

Your day service records who attends.

If you pay some or all of the cost of your day service, you will usually be charged for your place even if you do not attend.

This is because the service still has to pay its running costs when you are not there. These include staff wages, electricity and gas.

When you may not have to pay

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

- you have been admitted to hospital or have an outpatient appointment
- you are receiving outpatient care for diagnosis or treatment relating to an illness or disability that prevents you from attending
- you go into respite care

Someone must tell your day service if you cannot attend for one of these reasons so that you are not charged.

Meals at the day service

Meal arrangements vary at privately run day services.

If you attend a council-run day service, you may be able to buy lunch. You will be charged for lunch even if you do not pay towards your support. Meal charges will appear on your invoice. You will only be charged for meals you have received.

You can bring a packed lunch if you do not want to buy a meal.

Transport to and from the day service

You may be eligible for transport to and from your day service.

Nottinghamshire County Council organises and subsidises this transport.

If transport is arranged for you, you will usually pay towards its cost even if you do not pay towards your support.

You will not have to pay towards transport if:

- you have any form of Creutzfeldt-Jakob 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

The cost is the same for a single or return journey.

Transport charges will appear on your invoice. You will be charged for transport on days when you have a day service place unless:

- you give at least 48 hours' notice that you will not need transport
- you are admitted to hospital suddenly and someone tells your day service

Cancelling transport

Local arrangements may vary. When you start attending a day service, ask who you should contact if you need to cancel transport.

If your day service provides your transport, contact the day service directly.

If Nottinghamshire County Council has arranged for you to travel by taxi, contact the Transport and Travel Service.

Telephone: 0115 977 4727

Being ready for transport

Be ready to be picked up at the agreed time and place. This is particularly important if you travel in a shared taxi or minibus because other passengers may need to be collected during the journey. Your transport provider will try

to pick you up and drop you off as close as possible to the agreed times. These times may occasionally change because of traffic conditions.

Contact us

Adult Care Financial Services Team

For queries about charges towards your Personal Budget, including home care, day services, meals and transport.

- **Telephone:** 0115 977 5760 (option 2)
- **Email:** acfs.billing@nottscc.gov.uk

For queries about financial assessments:

- **Telephone:** 0115 977 5760 (option 3)
- **Email:** acfs.financialassessments@nottscc.gov.uk

Debt Recovery Team

For queries about invoices, debt recovery or ways to pay.

- **Telephone:** 0115 977 2727 (option 2, then option 1, then option 1)
- **Email:** debtrecovery@nottscc.gov.uk

Customer Service Centre

For general queries about day services, or to request this information in another format:

- **Telephone:** 0300 500 8080
- [Contact us online](#)
www.nottinghamshire.gov.uk/contactus

Privacy information

We are committed to protecting your privacy and keeping your personal information confidential and safe.

[Read our privacy notice](#)

www.nottinghamshire.gov.uk/privacy