

# Introduction



Day services offer an opportunity to meet people, try and learn new things, and give access to local facilities.



A day service could be run by Nottinghamshire County Council, or it could be run privately.



The cost of a day service depends on the level of support you need and your ability to pay. We will assess your needs and let you know the fee.

## Paying for your day service



If you go to a privately run day service, we might give you a “Direct Payment” to cover the cost.



We have [information on Direct Payments on our website](#). This information is not yet available in easy read format.



Speak with your social worker if you want more information about Direct Payments.

You won't have to pay anything if:



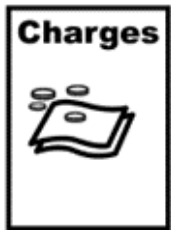
- Our assessment shows that you can't afford to pay for your support



- You have any form of Creutzfeldt Jacob Disease (CJD)



- You are getting after-care services provided under section 117 of the Mental Health Act 1983



If we decide that you need to pay for your day service, we will send you an invoice.



We will send an invoice every four weeks and you will pay after you have used the services.



If you have to pay for your service then you will have to pay even if you don't turn up, unless:



- You are in hospital or had a hospital appointment as an out-patient.



- You are receiving out-patient care for an illness or disability that stops you going.



- You go into respite care.

If any of these happen, please let your day service know so they don't charge you.

## Meals at the day service



Some day services allow you to buy lunch there.



If you buy lunch, you will have to pay for it even if your care is free. The charges will be added to your invoice.



You don't have to buy lunch at a day centre. You can take a packed lunch

## Transport



Our assessment may show that you are eligible for transport to and from your day service.



If this applies, we will pay some of the cost and you will pay a contribution towards it.



You won't have to pay anything for transport if:



- 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



A payment will be due for any day that transport has been arranged for you, unless you give 48 hours' notice.



If you use transport provided by your day service, call them directly.

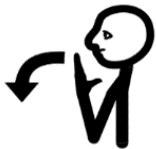
If we have arranged for you to travel by taxi, call our Transport and Travel Service on 0115 977 4727.



Always be on time and ready to be picked up at the agreed time and place.



Your driver will try to get to your pickup and drop off locations on time but might be late if they are stuck in traffic.



Please be patient and polite to the driver.

## Contact Information



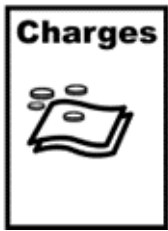
For queries about your charges, including homecare, day services, meals and transport, or the financial assessment process:



Phone: 0115 977 5760  
(select option 2)



Or email [acfs.community-assessments@nottsc.gov.uk](mailto:acfs.community-assessments@nottsc.gov.uk).



For queries about invoices, debt recovery, or ways to pay, phone the Debt Recovery Team:



Phone: 0115 977 2727

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



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



**Relay UK**

If you are deaf or hard of hearing, you can use the Text Relay service:

Phone 18001 0115 977 4050

from your textphone or the [Relay UK app](#).



You can speak to us using British Sign Language through an interpreter with [the SignVideo app](#).

## Links in this document

### **Nottinghamshire County Council - Direct Payments information**

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

### **Relay UK app**

[relayuk.bt.com](https://relayuk.bt.com)

### **Sign video App**

[signvideo.co.uk/downloads](https://signvideo.co.uk/downloads)

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

[Day services | Nottinghamshire County Council](https://nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/day-services)

[nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/day-services](https://nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/day-services)

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