

Paying for day services



This easy read tells you about paying for day services in Nottinghamshire.

Introduction



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



Some day services are run by Nottinghamshire County Council, and some are run privately.



The cost of a day service depends on the support you need and how much you can pay. We will do an assessment then let you know what the day service will cost.

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 about Direct Payments on our website.](#)



We also have [information about Direct Payments in our easy read library.](#)



Talk to your social worker if you want more information about Direct Payments.



You will not have to pay anything if:

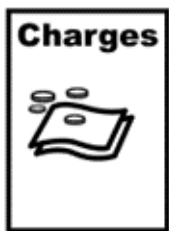
- Our assessment shows you cannot afford to pay for your support.



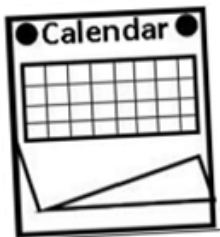
- You have any form of Creutzfeldt Jacob Disease (CJD).



- You are getting aftercare services provided under section 117 of the Mental Health Act 1983.



If we decide you must pay for your day service, we will send you an invoice.



We will send an invoice every 4 weeks and must pay after you have used the services.



You must pay even if you don't turn up, unless:



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



- You are having outpatient care for an illness or disability that stops you going.



- You go into respite care.



If any of these things happen, please tell your day service so they do not charge you.

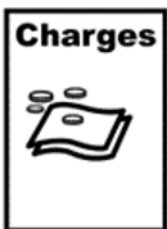
Meals at the day service



You can buy lunch at some day services.



If you buy lunch, you must pay for it even if your care is free.



The charges will be added to your invoice.



You do not have to buy lunch at a day centre. You can take a packed lunch.

Transport



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



If this is the case, we will pay some of the transport costs and you will pay some.



You will not have to pay anything for transport if:



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



- You are getting aftercare services provided under Section 117 of the Mental Health Act 1983.



- Your transport costs are paid by another local authority or the NHS.



You must pay for transport that has been arranged for you, unless you give 48 hours' notice.



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



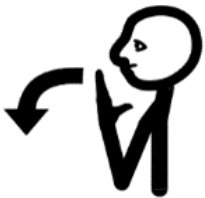
If we have arranged for you to travel by taxi, call our Transport and Travel Service on 0115 977 4727.



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 questions about charges towards your Personal Budget, including homecare, day services, meals and transport:



Telephone: 0115 977 5760 (option 2)



Email: acfs.billing@nottsgov.uk



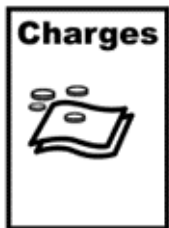
For questions about financial assessments:

Telephone: 0115 977 5760 (option 3)



Email:

acfs.financialassessments@nottsc.gov.uk



For questions about invoices, debt recovery, or ways to pay, contact the Debt Recovery Team:

Telephone: 0115 977 2727 (option 2, then option 1, then option 1)



Email: debtrecovery@nottsc.gov.uk





Customer Service Centre:

Our Customer Service Centre can answer most of your questions, including questions about day services, and help with information and form filling.



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



Telephone: 0300 500 80 80



Relay UK

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](#).



SignVideo

Sign Video

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



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

Privacy Information



We protect your privacy and keep your personal information confidential and safe.



[We have an easy read version of our Privacy Notice.](#)

Links in this document

Nottinghamshire County Council - Direct Payments information

nottinghamshire.gov.uk/care/adult-social-care/paying-for-care/direct-payments-support-area

Direct Payments: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/direct-payments-factsheet-1-easy-read

Relay UK app

relayuk.bt.com

Sign video App

signvideo.co.uk/downloads

Privacy Notice: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/privacy-notice-easy-read

For the standard web page version of this information, go to:

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

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