



About Administration Charges 2024/2025

Important Information

What are administration charges?

The Council arranges services like organising care services, paying the care provider and sending you invoices for things like homecare, support workers, day care and short breaks. Administration charges cover those costs. The charges are in addition to any costs or charges for the care services.

Administration charges don't apply if you pay your care provider directly, or if you are permanently in a care home.

Does everyone have to pay administration charges?

You will only be charged for administration if either of the following applies:

- You are assessed as having more than £23,250 in savings
- The amount of your weekly charge (following your financial assessment) covers the full cost of your care.

If the above does not apply you will not be charged administration charges.

If you have been charged and you do not agree with it, the section below, 'What should you do if you are not happy with the charges' explains what you need to do to ask us to look at your charges again.

Why do you charge for administration?

Charging helps us to meet the costs involved in managing care services so that we can meet the needs of our most vulnerable residents.

When will the charges start?

When your services start you will be charged an annual care management charge. You will also be charged each time you receive your regular invoice.

Charge Type and frequency	Start of service	Following years
Care management and support Payable in full at the start of the service and then each year thereafter	£207.80 per year	£119.20 per year
Invoice fee Pro-rated according to invoicing cycle (4 weekly) e.g. £10.80 every 4 weeks	£140.60 per year	£140.60 per year
Total	£348.40 per year	£259.80 per year
*Rates may increase from 1st April each year		

How much are the administration charges?

The charges are separated into a charge for care management support, due each year in advance and an invoicing fee for other administration, due each year for the periods you receive services, normally payable 4 weekly in arrears.

Care Management Support

This is the cost of the initial support you will need at the start of receiving care. This may include finding the right accommodation for you, agreeing the appropriate level of care and the right person to provide it, setting up systems to ensure those providers are invoiced and paid accurately and on time. After that it includes annual reviews that you have.

Invoicing Fee

The annual invoicing fee pays for our ongoing administration of supporting you and your providers, this includes the cost of sending, printing and posting your invoices, paying invoices and answering any queries.

The fee is charged each time you have an invoice.

If you have a change in your circumstances and your care service ends or you decide to pay your care provider directly instead, let us know straight away so we can stop your invoicing fee administration charge. If you have any changes in your circumstances during the latest 4 week period these will be reflected in the next available invoice.

What arrangements will I need to make to pay the charges?

New customers will receive an invoice for the Care Management Support charge four weeks after their initial assessment and annually for this fee thereafter.

You are only charged the Invoicing Fee while you have the service so this will be pro-rated and charged each time you receive an invoice.

Example:

Mr Smith needs carers to visit once a day. This has been set up and managed by the Council. Mr Smith has savings above £23,250.00. He will be charged for his:

- Carer visit once a day (rate differs according to provider) every 4 weeks
- Care Management Support of £207.80, annually and
- An invoicing fee of £10.80 every 4 weeks

What if I'm not happy with the charges?

There is no right of appeal against our decision to charge for administration. There is also no right of appeal against the amount of Care Management Support or the Annual Invoicing Fee. These amounts are reviewed each year as part of our Annual Budget.

However, if you believe we have not applied them correctly because of your circumstances, you can request a review of your assessment.

To submit your request email us at

Financialassessmentteam-mailbox@wokingham.gov.uk

or write to us; Financial Assessment Team, Adult Social Care, Civic Offices, Shute End, Wokingham, Berkshire, RG40 1WJ

What if I need more information?

If you would like more information about the charges please telephone the Financial Assessment Team on 0118 0118 974 6000 - Option 6.

Financial Assessment Team
Adult Social Care
Wokingham Borough Council
Civic Offices
Shute End, Wokingham
Berkshire RG40 1WJ

Direct Dial: (0118) 974 6000 - Option 6

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