WOKINGHAM
BOROUGH COUNCIL

Asking people to pay a charge when we arrange their care and support

WOKINGHAM BOROUGH COUNCIL

About the charge

We are Wokingham Borough Council. If you need care and support, we can sort this out for you.

This can be things like:

- Finding the right care and support for you.

- Sending you bills if you have to pay towards your care and support.

- Arranging for you to go to a day care centre or have a break in social care housing.

- Checking your care and support every year to make sure it is right for you.

If you want us to sort out your care and support we will ask you to pay us some money.

We call this money an **administration charge**.

In this booklet we will call it a **charge** for short.

The charge helps us to run our services in the best way.

You need to pay this charge as well as any money you pay towards your care and support.

Who has to pay the charge

You will need to pay the charge if:

- You have more than 23 thousand, 250 pounds in savings

or

- The amount we charge you for your care covers the full cost of your care.

You do not have to pay the charge if you:

- Arrange your care yourself

or

- Live in a care home.

What you have to pay

1 2

The charge is split into 2 parts.

1. A charge when you start getting care and support

This charge pays for us to sort out and set up your care and support.

You will have to pay this charge 4 weeks after you start getting care and support.

You then have to pay this charge every year after that.

2. A charge every time we send you a bill for your care and support

This charge pays for us to print and post your bills.

You have to pay it every 4 weeks.

If things change

If things change and it affects your money, you must tell us straight away.

This might be things like:

- If you don't need care and support from us anymore

or

- If you arrange and pay your care yourself.

You will not have to pay the charge for sending you bills anymore.

What if I am unhappy

We ask people to pay these charges as part of our service.

You cannot ask us to stop charging it.

Tell us if you think we have charged you the wrong amount.

You can ask us to look again at how much we have charged you.

You can contact us by email or by post.

Email:

financialassessmentteam-mailbox@wokingham.gov.uk

By post:

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

For more information or if you have any questions about the charges, you can phone us at:

0118 974 6000

You will need to choose **option 6**.