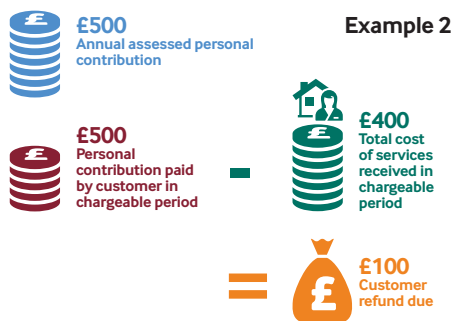
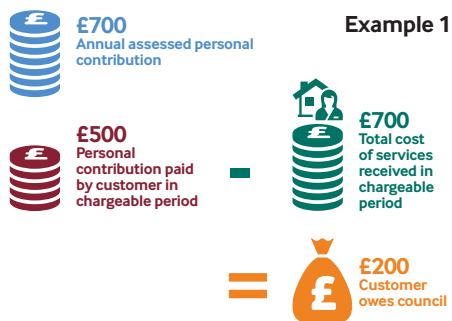


- Admission to residential care
- A long stay in hospital that affects your income
- A change in your financial circumstances
- You cancel your service

You also have a duty to inform us of any changes to your financial/personal circumstances, as any changes would be applied retrospectively from the date of the change occurring/benefit awarded. This could result in an underpayment or overpayment.

In the case of an underpayment the councils billing team will advise you how much is still owed and discuss with you how you can pay this back and in the case of an overpayment they will discuss/arrange a refund.



What if I think the outcome of the financial assessment is incorrect?

If you think your contribution has not been calculated correctly please let us know. If we are not able to resolve this matter with you, you can request a review of your financial assessment which will be looked at by someone else in the council.

If you remain unhappy with the outcome of your financial assessment you can then request an appeal which will be looked at by a Senior Manager.

Need more information?

For information on your personal budget or your care and support, please call 0191 520 5552 or visit: www.sunderland.gov.uk/yourcare

For information on your financial assessment, please call 0191 520 5552 or email: financialassessmentenquiries@ Sunderland.gov.uk

Visit: www.sunderland.gov.uk/financialassessments

For information on payments or your account, please call 0191 561 1856.

Online Calculator

To find out if you might have to pay something, try our simple online calculator by visiting: www.sunderland.gov.uk/financialassessments

This is only for your information and is anonymous, if you decide to take up services you will still receive a full financial assessment.

A guide to your social care contribution



What is a social care contribution?

A social worker will work with you to assess your eligible needs and develop a plan for your care and support. A Personal Budget will then be created, this is the amount of money it costs to meet your assessed care and support needs.

Depending on how much you are assessed as being able to afford, you may need to pay for some or all your care and support costs. This is called your **social care contribution**.

How is my contribution calculated?

This is calculated by a member of the Social Care Financial Assessment Team who will complete a financial assessment with you.

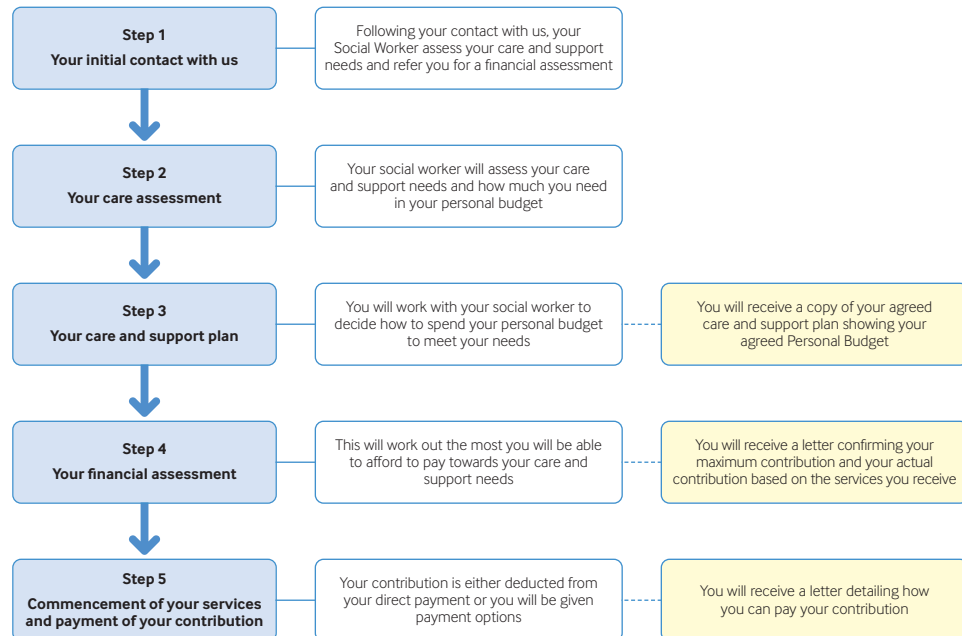
The financial assessment is a means tested assessment, which will consider your income, savings and expenditure, including income and expenditure prior to the start of your services. This is in accordance with National Guidance and Regulations as set out by the Department of Health. We may also request evidence to support the assessment.

If you do not wish to disclose this information or you have capital and/or savings above '£23,250' you will be assessed as being able to afford to pay the full cost of your care and support.

Your assessed social care contribution is the maximum amount you may need to pay towards your assessed care and support needs.

The flow below shows the customer journey from their care assessment,

The assessment process at a glance



through their financial assessment to payment of your services.

When will I have to start paying my contribution?

Your social care contribution will be backdated/payable from the start of your service(s).

How do I make my payments?

If you choose to organise your care and support via direct payment you should pay your social care contribution into your direct payment pre-paid card account as soon as your services start.

If the council is providing your care and support, you will be contacted by the council's billing team to discuss your payments and to set up a direct debit. You can choose the frequency of your payments from annually, quarterly, four weekly or weekly in advance.

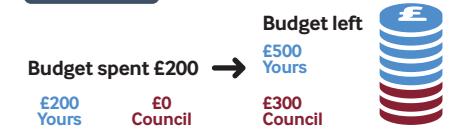
Until then it would be a good idea to put your maximum social care contribution to one side as soon as your services start as any outstanding social care contribution will be recovered.

What happens if my social care contribution doesn't cover the full cost of my care and support?

You will never be asked to pay more than your assessed maximum social care contribution, but you may pay less if the cost of your care and support is less than your assessed maximum social care contribution.

Your social care contribution will be deducted from the cost of your care and support in line with your assessed personal budget, the remaining balance will be paid by the council.

Please note that the contribution that you have been assessed to pay will be collected and used in full before the council makes any additional top up. However, if you are assessed as a nil contribution the council will cover the full cost of your care and support.



How often is my social care contribution reviewed?

Your social care contribution is calculated for the year ahead and will be reviewed annually, except in the following circumstances:

- A change in your assessed care needs