

Care Arrangement Service

The Care Act 2014 allows self-funders to ask the Council to make the necessary arrangements to meet their care needs. You are a Self-funder if you have eligible care needs and financial assets above the upper capital limit, set by Government at £23,250 in 2015/16.

We must make these arrangements when requested to do so, and we will charge a Care Arrangement Fee to cover our costs. The arrangement fee is set at a level that covers only the costs that we incur in arranging the care and support (this is called a 'cost recovery' basis). The arrangement fees will also apply if you decide not to disclose your financial circumstances.

These fees only apply to those people requiring a community package of care and not to customers receiving support in a residential or nursing placement.

Services that we can arrange

We can only arrange traditional services such as homecare support and day care at Council-run day centres. If you wish to employ a Personal Assistant or use any non-traditional support or care, then you will need to make other arrangements. There are a number of local organisations that can help with this if necessary and we can provide details if you need them.

The Care Arrangement Fee

If you ask us to arrange and manage your support package, you will be charged an initial set-up fee and an annual maintenance fee as set out below. The fees will enable us to set up the care and support arrangements and manage the care package throughout the year.

The maintenance charge will start from the first week in which services are arranged.

Arranging care and support for self-funders	Administrative charge from 06 April 2026
Setting up a community care package	£130.00
Annual maintenance of a community care package	£120.00

We will review the charges on a yearly basis and they may change from time to time. The current fees are available on the Council's website.



Exceptions

We will not ask for a Care Arrangement Fee in the following circumstances:

- Intermediate care, including reablement
- Community equipment – aids and minor adaptations
- Care and support provided to people with Creutzfeldt Jacob Disease
- After-care services/support provided under Section 117 of the Mental Health Act 1983
- Any service which the NHS is under a duty to provide
- Any service which a local authority is under a duty to provide through other legislation

Requesting the Care Arrangement Service

If your assessment confirms that you have eligible care needs, your social worker will discuss the options for managing your care with you. If you are a self-funder and you decide to ask us to arrange a traditional care package on your behalf, you will be asked to sign a contract to pay the charges and fees.

Paying the Care Arrangement Fee

When you have returned your signed contract, you will be sent an invoice for the setup fee and the first year's maintenance fee. You will have 30 days to pay from the date of the invoice. Annual invoices for the maintenance fee will be issued in each subsequent year whilst we are still instructed to manage the package of care on your behalf, on the anniversary of the start of the service.

Making changes to your service

If you need to change the times of your support services, or to increase, decrease or suspend your support services, please speak to your service provider, ensuring that you give them the necessary notice if possible.

Restarting services after a break

Short breaks in your support service of less than a month will be disregarded for the purposes of the Care Arrangement Service charges.

When services are being restarted after a break of a month or more and a set-up fee has not been paid in the previous 12 months from the start date of the new services, then a new set-up fee will be payable.



If we have refunded part of the annual maintenance fee as a result of the break, then a new annual maintenance fee will be payable from the start date of the new services.

If you decided to end your support then ask us to support you again at a later date, you will be asked to pay the set-up fee again.

Refunds

If you no longer need the Care Arrangement Service, we will refund any unused whole months of the annual maintenance fee.

Care Charges

You will also receive an invoice every four weeks showing the amounts due to be paid for the care and support services arranged by us. This will be in addition to the fee for arranging the care.

Contact details

Financial Assessment Hub
Derby City Council
The Council House
Corporation Street
Derby
DE1 2FS

Email: financialassessmenthub@derby.gov.uk
Phone: 01332 640773



We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 640777** or **derby.gov.uk/signing-service/**

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ:
01332 640777 ਜਾਂ **derby.gov.uk/signing-service/**

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt:
01332 640777 lub **derby.gov.uk/signing-service/**

Slovak

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosím, kontaktujte nás na tel. č.: **01332 640777** alebo na stránke **derby.gov.uk/signing-service/**

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 640000** یا **derby.gov.uk/signing-service/** پر ہم سے رابطہ کریں

