



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## **Difficulty paying my contributions for my social care**

### **Information for service users**

#### **I am having difficulty affording to pay my contribution towards my social care costs. What should I do?**

If you are experiencing difficulty paying your invoices for your care costs you should contact our income team as soon as you can to let them know.

Their contact information can be found below, and they will try their best to help and support you.

#### **How will they be able to help me?**

They will listen to you and discuss your situation with you so that they can understand the problem you are having paying your invoices.

They will try to help you find a solution and will be able to suggest different options that may assist you, for example, a short-term repayment plan, subject to your affordability.

If you prefer, they can talk to your financial representative if you have one.

#### **Does the Council have a policy when someone fails to pay their invoice for their care costs?**

Yes, it does, and it is underpinned by key principles to ensure it acts reasonably and consistently, within legislation and national guidelines as well as the wellbeing principle set out in the Care Act 2014.

This means that your charges are based on affordability and calculated in accordance with legislation and you will be notified of the weekly cost to you at the start of your care.

Our aim is to understand why someone is unable to pay their invoices and to work with them to resolve this as quickly as possible. We urge anyone in this position to contact our income team as soon as they know they are unable to pay their invoice on time.

### **My financial circumstances have changed. Can this reduce what I have to pay towards my social care costs?**

Yes, it is possible a change in your financial circumstances could lead to a reduction in what you have to pay towards your care costs.

We advise you contact our financial assessment team, whose details are below, to explain what has changed as soon as possible so that a financial re-assessment can be completed and any reduction to your contribution, if applicable, can be applied without delay.

### **My costs in managing my disability or long-term health condition have increased. Can these increased costs be considered?**

Yes, provided these needs are not met within your care and support plan and these costs are not met through any other source and have to be paid for by you.

### **Can I get independent financial advice?**

Yes, you can, and the Council encourages anyone to seek independent financial advice if they prefer, and we would be happy to speak to this person or organisation, provided we have your consent to do so. Please let us know if this is the case.

### **Where can I get more information?**

If you are experiencing difficulty paying your invoice for your social care costs you should contact the Council's Income Collection team on 0207 361 2917 or by email at [charging@rbkc.gov.uk](mailto:charging@rbkc.gov.uk)

If you are concerned about your financial assessment you can contact the Council's Financial Assessment team on 0207 361 2324 or by email at [hsfateam@rbkc.gov.uk](mailto:hsfateam@rbkc.gov.uk)