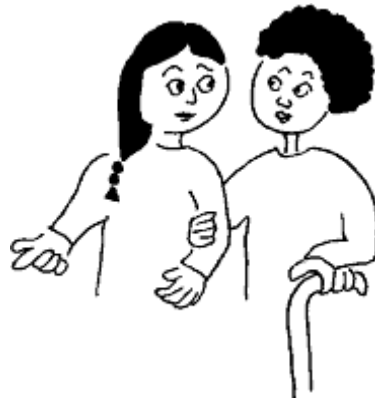




# Paying for the care services you receive



**A guide for people with different abilities**

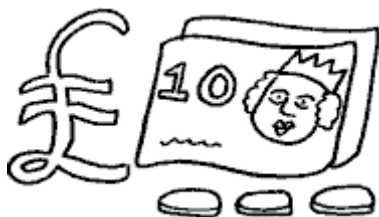
## What is this leaflet about?

This leaflet tells you about paying for the social care services you receive from us.



This includes home care and personal support services, day services, transport and any meals.

## How much will I have to pay?



The amount you will have to pay depends on how much money you have.



We will help you to fill in a form telling us how much money you have.

Some of the benefits or allowances you receive will be counted but some won't.

## What if I have money saved up?

If you have savings this could also affect how much you have to pay.



The more savings you have, the more you might have to pay. We don't count the value of the house you live in but if you own other property that will be counted.



When we have worked all this out, we will take off an amount for your everyday living costs and then look at how much is left.



The person who supports you will help you to understand how we do this.

## How much does it cost?

We will tell you how much you have to pay each week. All charges are looked at again in April each year.

Everyone has to pay the charges for meals and transport but what you are asked to pay towards any home care and day care you receive will depend on how much money you already have.

## How do I pay?

We will send you a bill every four weeks. You can pay this in lots of different ways.



You can pay over the phone using your bank card.

The telephone number you need is 01234 718061.



Or you can have it taken direct from your bank account.

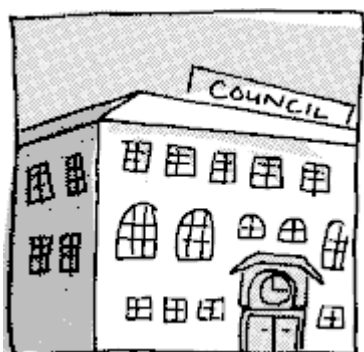


We will help to work out the best and easiest way for you to pay.

## Do you need help with this?



If you need help with any of this information the person who supports you will try to explain it to you.



Or you could get in touch with our Customer Finance section and they will go through it with you.

They are at Borough Hall. You can ring them on 01234 718833.

## What if I'm not happy?

If you are not happy with how much you are being charged you can get in touch with our Customer Finance section.



They will look at your bill again to make sure it is right.



They are at Borough Hall.

You can ring them on 01234 718833.

We will do everything we can to help you so please get in touch with us.

## Finding out more

If you would like more information about us and our services, please telephone or write to us at our address below.

Për Informacion

المعلومات

ਜਾਣਕਾਰੀ ਲਈ

برای اطلاع

Per Informazione

معلومات کے لئی

Informacja

Za Informacije

তথ্যের জন্য



You can ring the Customer Finance section on  
Tel: 01234 718833



**Customer Finance Section**  
Adult Social Care  
Bedford Borough Council  
Borough Hall  
Cauldwell Street  
Bedford  
MK42 9AP

Visit our website at: [www.bedford.gov.uk/social-care-health-and-community/help-for-adults/](http://www.bedford.gov.uk/social-care-health-and-community/help-for-adults/)

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