



MANCHESTER
CITY COUNCIL

Residential Charging Policy

2026/2027

Adult Social Care Directorate

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Introduction

- 1.1 The purpose of this Residential Charging policy is to say how we charge for care and accommodation charges in a care home. You may be offered these services when we have assessed your care needs.
1. 1.2 You will receive a care assessment from a care assessor. If they decide that you have eligible care needs, and are eligible for Council funding, the care assessor will inform the Council's Charging Team. Your care assessor will evaluate the cost of your eligible care needs. This is called your Personal Budget. Your care assessor must provide you with an affordable placement within this Personal Budget. The Charging Team will then financially assess you to work out how much you can afford to contribute towards the cost of any care you may receive.
- 1.3 If you are not eligible for Council Funding because you have capital over £23,250 (excluding, the value of your main or only home) your care assessor can assist you with finding a placement. In most cases they will advise you to make private funding arrangements with the residential home you choose.
- 1.4 If you have capital over £23,250 but do not have the capacity to deal with your own finances and do not have a Power of Attorney/Deputy dealing with your affairs, the Council will arrange the payment of your placement until someone can manage your finances. You will be invoiced for the full cost of the placement until a Power of Attorney or Deputy has been appointed. If you still have capital of over £23,250 once the outstanding charges have been paid, you will be advised to make private funding arrangements with the residential home, and we will stop paying the home.
2. 1.5 In this policy when we say, 'us' or 'we,' we mean Manchester City Council. When we say 'you' we mean the citizen (the person receiving care or services).

Legal Framework

- 2.1 All our charges are worked out using The Care Act 2014 and the Department of Health's Care and Support (Charging and Assessment of Resources) Regulations 2014.
- 2.2 Section 14 of the Care Act 2014 allows us to charge for care and support services.

Principles of the Residential Charging Policy

3.1 The aims of our Residential Charging policy are that we will:

- Work out your charges in line with the Department of Health's Charging and Assessment of Resources Regulations 2014,
- 3. • Tell you about where you can get independent financial advice when we assess you,
- Assess everybody for their charges in the same way,
- Not charge you more than the actual cost of your care,
- Make sure that everyone who can pay for some or all of their care costs, does pay for them,
- Collect any unpaid charges in line with our Charging and Debt Recovery Policy for Home Care & Residential Services Debt.

Services covered by the Residential Charging Policy

4. 4.1 We will charge for the following services under this policy:

- Temporary (Non Short Break) Residential Care,
- Temporary (Non Short Break) Nursing Care,
- Residential Rehabilitation,
- Permanent Residential Care,
- 5. • Permanent Nursing Care.

Services not covered by the Residential Charging Policy

6. 5.1 We charge for non-residential and short break services under our Non-residential Policy.

Services we do not charge for

6.1 We do not charge for:

- Advice and information about assessments,
- Assessments of care needs and care planning,
- After care services under Section 117 of the Mental Health Act 1983 (Appendix A),
- Services provided to people who have Creutzfeldt Jacob Disease (CJD),
- Services provided as part of Intermediate Care, including reablement, for up to the first six weeks,

- Any service or part of a service which the NHS is under a duty to provide. This includes Continuing Healthcare and the NHS contribution to Registered Nursing Care.
- Any services that we have a duty to provide through other legislation,
- People who are diagnosed with end stage terminal illness (Appendix B).

Temporary stay in a Care Home (short term stay, including residential rehabilitation stays)

- 7.1 If you have less than £23,250 in savings and investments (not including your main home)
- We can charge you a set fee every week (Appendix C), this is known as a Light Touch Assessment,
 - We can only charge you a Light Touch Assessment fee for the first eight weeks of your temporary stay in a care home and then we have to financially assess you using the same calculation as shown in Section 9, but we would also:
 - Consider any housing or independent living costs that you may have,
 - Not count any Attendance Allowance, Disability Living Allowance or Personal Independence Daily Living Component as eligible income,
 - Not allow you to enter into a Deferred Payment Agreement.
 - If you do not want to pay the Light Touch Assessment fee, we can carry out a full financial assessment by applying the calculation shown in Section 9, but we would also:
 - Consider any housing or independent living costs that you may have,
 - Not count any Attendance Allowance, Disability Living Allowance or Personal Independence Daily Living Component as eligible income,
 - Not allow you to enter into a Deferred Payment Agreement.
- 7.2 If you have more than £23,250 (not including the value of your main home)
- Your care assessor will usually advise you to make your own placement arrangements as a private payer. However, if the Council makes the placement and contracts with the residential home, you will be charged for the full cost of the placement.

Permanent Stay in a Care Home

- 8.1 If you have less than £23,250 in savings and investments (not including your main home):
 - we can charge you a set fee (Light Touch Assessment) for the first four weeks (Appendix D) and financially assess you after this period (see Section 9),
- 8.2 If you have access to savings and investments that are above £23,250 (not including your main home):
 - You will usually need to arrange to be placed and pay for the care home yourself. If you choose a care home in Manchester, you can contact us when your savings and investments drop below £23,250. We will then assess your finances to check that there has been no ineligible spending (deprivation of capital, see Appendix E). If the care home you choose is in another Council's area, you will need to contact that Council when your savings drop below £23,250.
 - If you do not have the mental capacity to deal with your finances and do not have an appointed Power of Attorney/Deputy at the point of going into residential care, the Council will make the placement and will pay the home until a Power of Attorney or Deputy has been appointed for you. You will be charged for the full cost of care from the start of your placement.
- 8.3 If your stay in the care home is partially funded through NHS funding for Registered Nursing Care, you will still need to pay an assessed charge towards the care and accommodation costs that are not funded by the NHS.
- 8.4 The council can terminate a permanent contract we have commissioned at any time. This may happen if we are not able to confirm your eligibility for council funding or confirm you are not eligible after the permanent contract is already in place.
- 8.5 Any fees you owe to the council for the period before the permanent contract is ended will be pursued for payment by the councils Adult Social Care Debt Recovery Team.

Financial Assessment

- 9.1 After your first four weeks of staying in a care home on a permanent basis we will financially assess you and base our charges on the outcome from the fifth week. We will assess all the eligible income you receive and ensure that you are left with a set amount per week (£31.80) as a Personal Expenses Allowance (PEA). You may also receive a savings disregard which could increase your personal allowance by up to £7.30 per week. Any capital (savings and assets) you have over £14,250 will impact on your assessed income.
- Eligible income:
The Care and Support (Charging and Assessment of Resources) Regulations 2014 sets out what income we fully include, partially include, and fully disregard when completing a financial assessment. Examples of the type of income we include can be found in Appendix F.
 - Personal Expenses Allowance:
The Care and Support (Charging and Assessment of Resources) Regulations 2014 set out the amount of money we need to leave you for your personal expenses. The amount is reviewed each year (Appendix G). The Personal Expenses Allowance is for you to spend on personal items that you might need. Examples include, stationery, toiletries, small presents for friends and relatives, and other minor items.
 - Savings Disregard:
If you receive Pension Savings Credit you may be entitled to an additional allowance on top of your Personal Expenses Allowance of up to a maximum of £7.30 per week (Appendix H).
 - Tariff Income:
We will charge you £1 per week for every £250 you have in savings or assets over £14,250 (we will ignore the value of your main home for the first twelve weeks of your permanent stay).

- 9.2 If you have given away savings, capital or income to reduce your care charge, we will treat this as Deprivation (Appendix E) and depending on the circumstances, will assess either you as though you still have those assets (this is called Notional Capital or Notional Income) or will invoice the beneficiary directly for the proportion of the charge you would have paid had you still had those savings/capital/incomes.
- 9.3 The formula for calculating charges is as follows:
 $(\text{Eligible income}) + (\text{Tariff Income}) - (\text{Personal Expenses Allowance}) - (\text{Savings Disregard}) = \text{Charge}$. Examples of the residential accommodation Financial Assessments are shown in Appendix I.
- 9.4 We will never charge you more than the cost of the care home placement.
- 9.5 If you do not wish to have a financial assessment, we will charge you the full cost of your care.
- 9.6 If you do not provide us with enough information to complete a financial assessment, we will charge you the full cost of your care.
- 9.7 If you are charged the full cost of care, the charges will be subject to any changes in care costs made between the Council and the Provider. This may include any retrospective changes in rates.
- 9.8 You will usually need to pay the care home provider direct if we are unable to confirm your eligibility for council funding, or we confirm that you are not eligible after the permanent contract is already in place.
- 9.9 Any fees you owe to the council for the period before the permanent contract is ended will be pursued for payment by the councils Adult Social Care Debt Recovery Team.
- 9.10 The minimum weekly charge for adult care and support services is £1.00 a week.
- 9.11 Financial Assessments may be undertaken concurrently with pending NHS Continuing Health Care Assessments without delay, ensuring you are advised as early as possible how much you may need to pay towards your care.

Property

- 10.1 There are rules around when we can use your property in the financial assessment (Appendix J).
- 10.2 Where not disregarded, if you own or have an interest in a property that was your main home before you moved into a care home:
10. • Its value will not be taken into account as capital for the first 12 weeks of the permanent placement. This is to give you some time to decide on what you want to do with the property e.g. sell, rent out, keep etc. The 12 weeks begins from the date of admission to permanent care, so if you have previously been in permanent care (as a private resident for example) you may not be entitled to a disregard for the full 12 weeks from when we start funding the placement.
- During the disregard period you will still be assessed on your eligible income and other capital i.e. you will still be charged in accordance with your financial assessment.
- Once the disregard period has ended, another financial assessment will be calculated based on the property's value (excluding any outstanding mortgage) and your share of it.
- If, this means your savings and assets (including the equity in the house) are over £23,250 at that point, we will ask you to pay the full cost of your care.
- If you cannot immediately meet the full cost of your care, the council expects you to apply to join the deferred payment scheme.
- If insufficient progress is made on the deferred payment application process within 12 weeks of corresponding with the Charging Team, the council will give notice of intent to withdraw their offer of a deferred payment agreement and will proceed with debt recovery arrangements.
- 10.3 If you own any additional properties that are not occupied as your main or only home, these will be included on your financial assessment, and you will be liable for the full cost of your care. For any property included in your financial assessment that is co-owned, the full market value of your percentage owned is taken into consideration.
- 10.4 It is your responsibility to update us on any changes in circumstances in relation to your property. Some changes may mean that you no longer qualify for a property disregard, and a reassessment of your financial circumstances would be required.

Deferred Payment Agreements

- 11.1 If your property has been included in your financial assessment and you cannot pay the full cost of care, a Deferred Payment Agreement can help you avoid selling your home, in your lifetime, by deferring some of the costs of your care against the value of your property. We have a separate policy for Deferred Payment Agreements which will give you more information about the service. We will offer you a Deferred Payments Agreement if:
- You do not have income or savings over £23,250 (not including the value of the property), and
 - Your care needs mean that you need to stay permanently in a care home, and
 - Your home is not disregarded (Appendix J).

Top ups

- 12.12.1 You can choose to stay in a care home of your preference. If the cost of the care home is more expensive than the assessed cost of your care needs, you will need to agree a 'top-up' payment. The top-up must normally be paid by a 'third party' like a relative, friend or charity. If you are subject to Section 117 (Appendix A) or have a Deferred Payment Agreement (Section 11) in place, you may be able to top up your own care costs. This is called a 'first Party' top up, where you are the 'first party.'
- When we complete your care needs assessment, we will discuss any 'top up' payments with you and any 'third party' involved, as we have to agree any arrangements before we place you in a care home.
 - In cases where the assessment would impact on other statutory functions, including delays in hospital discharge, the council will allow up to eight weeks for the assessment of sustainability is completed to confirm affordability of the 'top-up' payment.
 - If a signed agreement is not in place within eight weeks of care commencing the Council will make arrangements to transfer the placement to a framework rate setting.
 - The 'third party' or 'first party' must be willing and able to pay the difference between the assessed cost of care needs and the actual cost of the care home.

- All the people involved in the Third or First Party Agreement need to consider whether the ‘third party’ or ‘first party’ can continue to pay for the ‘top-up’ in the long term before agreeing to it.
- We may turn down your request for a top up if we do not think the ‘third party’ or ‘first party’ can maintain payments.
- The ‘third party’ or ‘first party’ who have agreed to meet the ‘top-up’ costs must enter into a Third Party or First Party Top Up Agreement with us. We will provide the correct sustainability and agreement documents to sign.
- The ‘third party’ or ‘first party’ will be required to pay throughout your stay in the care home. If the ‘third party’ or ‘first party’ does not keep up with payments, you may have to move from your current placement to one that costs less. The ‘third party’ or ‘first party’ is personally responsible for any debt.
- We recommend that the Third or First Party pays the council direct, and the council will then make the payment to the home for the total cost of the placement inclusive of the top up fee. This is to ensure that payments to the home are not missed and provides security in the home of choice.

12.2 We have a separate policy for Residential Care Top Ups that will provide further information on this.

13.

Notifying you of your assessed charge

13.1 Where we have been requested to do so by your care assessor, we will provide you with advanced notification of your maximum weekly charge prior to your placement. This is called a Pre-Service financial assessment. This is dependent on your financial details being available at that time and is subject to change should your details change. We may need to contact you or your representative directly to obtain these details.

13.2 Confirmation of the assessed charge will be sent by letter once the details of your placement have been received. We will supply you, or the person responsible for your finances (Appendix K), with a breakdown of how we have calculated your charges.

14.

13.3 Charges will apply from the start of the placement.

Payment Arrangements

- 14.1 In most cases we will send you a statement for your care charges once every four weeks but in some cases, you will need to pay the care home directly. We will inform you whether you need to pay us or the care home when we notify you of your weekly charges.
- 14.2 If we have told you that you need to pay us your care charges, you can pay in different ways. We offer the following payments methods (Appendix L for more details):
- Standing Order
 - Online Transaction
 - Bank Transfer
 - Telephone
 - Paypoint / Post Office
- 14.3 As we invoice retrospectively, we aim to send a final invoice within 6 weeks of the death of a resident.

15. Change of Circumstances

- 15.1 If your financial circumstances change you must inform us (Charging Team) (contact details are in Appendix M) immediately and we will review your financial assessment. We will then write to you if your assessed charges change. We will normally backdate any changes to your charges from the date that your finances changed.
- 15.2 If you are charged the full cost of care (including those placements with a Deferred Payments Agreement), the charges will be subject to any changes in care costs made between the Council and the Provider. This may include any retrospective changes in rates.
- 15.3 There is no time limit for applying backdated charges and this can include delayed charges or delayed increased charges due to administration delays with external providers.

Absences from Care Home

- 16.1 If you are assessed as having a contribution to pay towards your care, you will continue to be charged your assessed contribution towards the cost of the placement where you are absent from the care home and the placement is kept open for your return.
- 16.

This includes absences due to:

- Hospital admission
- Holidays away from the Home

This is because we are still paying for the placement during these periods.

- 16.2 If you are in hospital for more than 26 weeks your benefits may be affected. This may change what we can charge for your care. Please let the Charging Team know if you have been in hospital for more than 26 weeks and we will reassess your financial assessment.

17. Annual Reassessments

- 17.1 We will automatically adjust your charges every year in April, to take account of any changes in your benefits, private pensions, and the charging regulations set by the Department for Health and Social Care. We may not be able to confirm all of your income and may write to you to ask for more information. When we have reassessed your charges, we will write to you asking for you to confirm the information we have.
18. This is to ensure that what we charge you is correct.

Reviews and Reconsiderations

- 18.1 When we notify you of your charges by letter, we will offer to call you or where possible, visit you, to explain any charges that you do not understand. If you still think that your charges for care are incorrect, we can review the assessment of your charges. We have a two stage Review and a Reconsideration process. You can contact the Charging Team (Appendix M) to request a Review or Reconsideration.

Stage One - Review

A Charging Officer will check that the assessed charges have been calculated correctly. The Charging Officer will inform you of their decision by letter or a telephone call.

Stage Two - Reconsideration

If you do not agree with the outcome of the Review, a manager on our Charging Team will look at your case to see whether the assessment and Review were completed correctly. They may need to talk with your care assessor. The manager will inform you of their decision by letter usually within 14 days.

Where a person feels they may face financial hardship as a result of their full financial assessment or has other exceptional circumstances, the council will consider these cases on an individual basis.

19. Complaints

- 19.1 If you are not happy with how we have dealt with your case, you can make a formal complaint by emailing the Charging Team (address in Appendix M) stating the reason for your complaint and providing any supporting evidence.

20.

Debt Recovery

- 20.1 We have a duty to recover all care charges.
- 20.2 If you or a 'third party' do not pay what you owe for your care your charges, we will follow our debt recovery processes.
- 20.3 This may lead to legal recovery action through the courts if payment is not made. You or the 'third party' may also be liable to repay the legal costs and interest charges on the debt at a rate set by the County Court.

Glossary

Intermediate Care	Intermediate care services are provided to people, usually older people, after they have left hospital or when they are at risk of being sent to hospital. Intermediate care is a programme of care provided for a limited period of time to assist a person to maintain or regain the ability to live independently.
Permanent Residential or Nursing Care	Permanent care in a residential or nursing home is when your stay in a care home is likely to be on a permanent basis.
Reablement	Reablement is a short term period of assessment and intensive support to help a person regain independence after a period of illness, the onset of a disability or a change in circumstances.
Residential Rehabilitation	Residential rehabilitation is a treatment programme that is provided to people with drug or alcohol dependencies within a residential setting.
Short Break	Short Break care is when you require a high degree of care and stay in a residential or nursing home for a short time, in order to give your day-to-day carers a brief break from the everyday tasks. This is charged under our Non-Residential charging policy.
Temporary Residential or Nursing Care	Temporary care in a residential or nursing home is when your stay in a care home is unlikely to exceed 52 weeks, or, in exceptional circumstances, is unlikely to substantially exceed 52 weeks.
Light Touch Assessment	Where the local authority charges a small or nominal amount for a particular service which a person is clearly able to meet and carrying out a financial assessment would be disproportionate. Where a person does not agree with the Light Touch Assessment charges, they can request that a full financial assessment is completed.

Appendix A – Section 117 After-Care

If the care home placement is an 'After-care' support service provided under Section 117 of the Mental Health Act 1983, the resident is exempt from charges. However, a resident under Section 117 may choose to pay top up fees if they want to pay for extra services or go into a home which costs above and beyond their assessed care costs.

Appendix B – Terminal Illness

What we mean by end stage terminal illness (terminally ill):

Regulation 2 of the Financial Assistance Scheme Regulations 2005 defines "terminally ill" as 'A person is terminally ill at any time if, at that time, they are suffering from a progressive disease and their death as a result of that disease can reasonably be expected within six months'.

Appendix C – Temporary Care Light Touch Charges

The charges for Temporary residential/nursing care are age dependent. The following charges apply:

- Pension Credit age and over - £206.20 per week
- 25-pensionable age - £108.60 per week
- 18-24 years old - £88.70 per week

Appendix D – Permanent Care Light Touch Charges

The charges for the first four weeks of a permanent placement in residential/nursing care are age and benefit income dependent. The following charges apply:

Not in receipt of Attendance Allowance or Disability Living Allowance Care or Personal Independence Payment Care

- Pension Credit age and over - £206.20 per week
- 25-pensionable age - £108.60 per week
- 18-24 years old - £88.70 per week

In receipt of Disability Living Allowance Care Lower Rate

- Pension Credit age and over - £236.50 per week
- 25-pensionable age - £138.90 per week
- 18-24 years old - £119.00 per week

In receipt of Attendance Allowance Lower Rate or Disability Living Allowance Care Middle Rate or Personal Independence Payment Care Standard Rate

- Pension Credit age and over - £368.95 per week
- 25-pensionable age - £271.35 per week
- 18-24 years old - £251.45 per week

In receipt of Attendance Allowance Higher Rate or Disability Living Allowance Higher Rate or Personal Independence Payment Care Enhanced Rate

- Pension Credit age and over - £406.85 per week

- 25-pensionable age - £309.25 per week
- 18-24 years old - £289.35 per week

Appendix E – Deprivation of Assets

We will consider the following points before deciding whether on the balance of probabilities deprivation has taken place for the purpose of avoiding care and support charges:

- Whether avoiding the care and support charge was a significant motivation;
- At the point the capital was disposed of could the person have a reasonable expectation of the need for care and support; and
- Did the person have a reasonable expectation of needing to contribute to the cost of their eligible care needs.

It is the responsibility of you or your representative to provide evidence to support your case for the council to exclude such capital assets from your financial assessment.

Appendix F – Eligible Income

Income from all sources will be considered including the following:

- Disability Living Allowance / Personal Independence Payment (Care Component) Permanent residents only.
- Attendance Allowance (Care Component) Permanent residents only.
- Severe Disability Premium.
- Income Support.
- Pension Credit
- Incapacity Benefit.
- Employment Support Allowance
- Universal Credit
- Retirement Pension.
- Occupational and private pensions from previous employment (if you have a partner you can gift them 50% of this income if you chose to do so)
- Annuity payments.
- Money from trusts.
- Money from abroad.
- Charitable and voluntary payments received.
- Maintenance payments and payments from family and friends.
- Severe Disablement Allowance.
- Industrial Injuries Disablement Benefit or equivalent benefits

This is not an exhaustive list, and we use the rules set out in *The Care and Support (Charging and Assessment of Resources) Regulations 2014* and *The Care and Support Statutory Guidance: Annex C: Treatment of Income* when working out how much of the residents income is treated as assessable.

Appendix G – Personal Expenses Allowance

For 2026/2027 the amount is set at £31.80.

Appendix H – Savings Disregard

Resident's aged 65 or over, and in receipt of above basic pension income, or savings, are given an additional allowance. This is set out in *The Care and Support (Charging and Assessment of Resources) Regulations 2014*.

The current maximum Savings Disregard allowance is £7.30 per week.

Appendix I – Examples of Financial Assessments

Example 1

Mrs A is aged 80 and single.

She is permanently admitted into a residential home which costs £561.13 per week.

She has savings of £8,000.

For the first four weeks of care, she is charged a fixed amount £206.20 per week as she is not in receipt of any Attendance Allowance (see Appendix D)

From week five of her placement, she will be charged based on her full Financial Assessment shown below.

Step	Action	
1	Income	£
	Retirement Pension	220.00
	Private Pension	28.00
	Savings Credit	13.16
	Her savings are below £14,250. This doesn't incur a tariff.	0.00
	Total assessable income	261.16
2	Minus Personal Expenditure Allowance (PEA)	- 31.80
3	Minus additional PEA (savings credit disregard)	- 7.30
4	Weekly Assessed contribution towards cost of care =	222.06

Example 2

Mr B is aged 93 and has a partner who remains at home.

He is permanently admitted into a residential home which costs £780 per week.

He chooses to give 50% of his superannuation to his partner.

As he is in receipt of low rate Attendance Allowance, for the first four weeks of care he is charged a fixed amount £368.95 per week (see Appendix D).

From week five of his placement, he will be charged based on his full Financial Assessment shown below not inclusive of Attendance Allowance as he is no longer entitled to this benefit.

Step	Action	
1	Income	£
	Retirement Pension	295.72
	Private Pension of £89.02 but gives 50% of it to his partner	44.51
	His savings total £22,538. This incurs a tariff of £34.00 per week	34.00
	Low Rate of Attendance Allowance	76.70
	Total assessable income	450.93
2	Minus Personal Expenses Allowance	- 31.80
3	Minus additional PEA (savings credit disregard)	-7.30
4	Weekly Assessed contribution towards cost of care =	411.83
		Weekly Assessed contribution without Attendance Allowance
		£335.13

Example 3

Ms C is aged 32 and single.

She is permanently admitted into a residential home which costs £500 per week.

As she is not in receipt of a disability benefit for the first four weeks of care, she is charged a fixed amount £108.60 per week (see Appendix D).

From week five of her placement, she will be charged based on her full Financial Assessment shown below.

Step	Action	
1	Income	£
	She receives Employment Support Allowance	168.25
	Her savings are below £14,250. This doesn't incur a tariff.	0.00
	Total assessable income	168.25
2	Minus Personal allowance	- 31.80
3	No Savings Credit disregard	- 0.00
4	Weekly Assessed contribution towards cost of care =	136.45

Appendix J – Property Disregards

There are rules about property disregards that can be found in Annex B of the Care Act 2014 Guidance. The Care and Support (Charging and Assessment of Resources) Regulations 2014 and The Care and Support Statutory Guidance sets out circumstances where mandatory disregards apply.

Appendix K – Mental Capacity and Financial Representatives

For guidance on the Mental Health Act and dealing with a resident's financial affairs see:

- The Mental Capacity Act 2005 www.gov.uk/government/publications/making-decisions-who-decides-whenyou-cant
- Lasting Power of Attorneys www.gov.uk/powerof-attorney
- Registering existing Enduring Power of Attorneys www.gov.uk/enduringpower-attorney-duties
- Deputyship www.gov.uk/court-of-protection
- Appointeeships www.gov.uk/become-appointee-for-someoneclaiming-benefits

Appendix L – Payment Arrangements

Account Reference Number:

When making a payment you will need your Account Reference number. This is an eleven digit number (starting with 98) on your original notification letter or your statement (if you cannot find this you can call us to find out what it is on 0161 234 5383).

Payment Methods:

Paying by Standing Order

This is an instruction from you to your bank or building society, authorising them to regularly pay a fixed amount to an organisation.

If you want to pay by Standing Order you must complete the enclosed form and send it to your bank.

Paying by Bank Transfer

You can instruct your bank to make a payment to Manchester City Council using the following bank details:

Sort code: 20 55 58

Account number: 53348075

Please ask your bank to quote your Account reference number with your payment. This is shown on your original notification letter.

Online Payment

Payment can be made by Debit or Credit Card by visiting www.manchester.gov.uk/payments. Select “Pay Social Services Fees” and enter your Account reference number (This is shown on your original notification letter) in the reference number field.

Telephone Payments

For our automated service, please call 0161 234 5006. Select option 3. You will need your Account reference number (This is shown on your original notification letter and your statements).

If you cannot use any of the methods previously mentioned, then you can call us to request a social care payment card and use the method listed below.

PayPoint Payments

You may use your Social Care Payment Card to pay for your care at any Post Office or shop displaying the ‘PayPoint’ sign.

Please ensure you keep the receipt safe.

When making a payment you will need your Social Care account reference number (eleven digit number). This is shown on your original notification letter and located at the bottom right hand side of your Social Care Payment Card.

Alternatively, if you want to make your payment via a Case Management Officer you can call 0161 234 5383 between 09.00 and 16.30 Monday to Friday

Other useful contact numbers

Adult Social Care Debt Recovery – If you have received a letter from the Debt Recovery Team and want to agree a repayment plan call: 0161 234 5383

Community Alarm – If you receive a Community Alarm and want to cancel the service call: 0161 277 1858.

Appendix M – The Charging Team Contact Details

Details for the Charging Team are:

Email address: caseman.enquiries@manchester.gov.uk

Postal address:

Charging Team
Revenues and Benefits Unit,
Benefits Service
PO Box 3
Manchester
M15 4PN

Telephone:

0161 234 5383

We will treat all information you disclose to us with the strictest confidence and will only use the information for the purposes for which it was disclosed to us. The Council is under a duty to protect the public funds it administers, and to this end may share the information you have provided on this agreement with other bodies responsible for auditing or administering public funds for the prevention and detection of fraud. The Council can data match internally or with other organisations and is currently required to participate in the Audit Commissions National Fraud Initiative (NFI) data match exercise. Further information on this can be obtained from: <http://www.audit-commission.gov.uk/national-fraud-initiative/>.

Where specific figures are quoted in this document, they reflect the current position. Any change to the relevant legislation may mean that some figures will change.