



DCC Individual Service Agreement - Community Care Arrangement Service

This agreement is made between

Adult Social Care, Derby City Council, The Council House,
Corporation Street, Derby, DE1 2FS.

and

Name:			
Address:			
AIS/LAS ID No:		NHS number:	

This agreement supersedes all previous agreements and only the detail contained herein shall apply to this arrangement.

The Agreement

It is formally agreed between the Service Manager on behalf of Derby City Council Adult Social Care and yourself or your representative on your behalf, that you shall receive the Community Care Arrangement Service as defined below for the following 12 months when it will be reviewed unless your needs change during this period.

The Care Arrangement Service

Adult Social Care will contract on your behalf with Homecare service providers on the Derby City Council procurement framework to provide homecare services as described in your Support Plan. Normally, a single Homecare provider will deliver all the homecare support described in your support plan. Homecare services will be delivered in accordance with the Derby City Council procurement framework terms and conditions.

Adult Social Care will organise and arrange day care services on your behalf as described in your Support Plan. This service will normally be provided directly by Derby City Council.

The Charge

The Care Arrangement Service charge is in two parts.

- i) A Set-up charge is made for establishing the individual contract(s) on your behalf. 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 charge will be payable.

- ii) An annual maintenance charge is made for managing the contract throughout the year, payable in advance. This includes changing, suspending and re-starting the homecare services as required, and checking that any variations claimed by the provider(s) have been authorised by you.

Variations

You will be able to make changes to your homecare service directly with the provider. Any changes agreed must also be communicated to Adult Social Care to authorise the consequential variation in the invoice submitted by the provider. Variations must be notified within five working days of the change being made.

Your Commitment

You hereby agree to pay the set-up fee and the first annual maintenance fee for which you will be invoiced by Derby City Council. You will be invoiced for subsequent annual maintenance fees by the Financial Assessments and Contributions Team in a separate notification.

You hereby agree to pay for the care arranged on your behalf for which you will be invoiced by Derby City Council on a 4-weekly basis.

Ending this Agreement

If you wish to cancel your Care Arrangement Service, you will need to give 28 days' notice. You will be refunded a proportion of the annual maintenance charge you have paid in advance. The refund will be based on the number of whole unused calendar months remaining.

If you fail to pay your Care Arrangement Service charge or the charges for the care and support services arranged on your behalf, Derby City Council Adult Care Department will take debt recovery action and your service will be brought to an end. This will be subject to a period of notice of at least 28 days. If you are subject to a period of notice, Derby City Council Adult Social Care Department will assist you to find suitable alternative services.

Contacts

Service Manager name:	
email address:	customerservices@derby.gov.uk
telephone number:	01332 640777

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Any queries regarding financial concerns should be made to the:

Community Care Charging and Support Team,
People Services
Derby City Council,
Council House,
Corporation Street,
Derby DE1 2FS.

Email: homecarecharging@derby.gov.uk
Telephone: (01332) 640773


Complaints

Should you or your representative wish to make a complaint about the service provided, copies of the leaflet 'Have your say' are available in all service areas and reception areas of Council buildings. You can also give us feedback using the form on the website here:

<http://www.derby.gov.uk/council-and-democracy/complaints/complaints-procedure/>

Signatures

This agreement has been explained to me and is signed and agreed by the following:

Customer's signature:		Date:
and / or my representative's signature:		Date:
Signed on behalf of Derby City Council :		Date:
Print name and Title:	Jo Moody, Community Care Charging & Support Manager	

How is your information used?

The information we collect will be used to manage the collection of your contributions towards the cost of arranging and providing your care and support.

Who will your information be shared with?

The information you provide may be shared with other professionals who may be involved with you for the same or similar purposes.

Classification: OFFICIAL

For further information about how your personal information will be used, please visit www.derby.gov.uk where you can see a full copy of our Privacy Notice. Alternatively you can request a hard copy from a member of staff, or from the Contact Support Team, Business Support, Derby City Council, Council House, Derby DE1 2FS.
Email: contact.support@derby.gov.uk Tel: 01332 640825

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