

HULL ADULT SOCIAL CARE

PAYING FOR CARE

Handbook about paying for care in Hull

2026 - 2027



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PART 1 - BACKGROUND

Unlike NHS services, adult social care and support in England is not always free. The Department of Health set the rules about paying for care costs; this can be found on the www.gov.uk website under: **Care and Support Statutory Guidance**.

If you need support to live at home or if you need residential care or respite, you will need to complete a financial assessment to see if you can get help to pay for some or all of your care costs.

Reading this handbook can help you understand how paying for care and support works in Hull. Your social care worker will talk to you about this.

1. What services are provided free of charge?

Some kinds of adult social care and support are not charged for. These are:

- Assessment, support planning and review.
- Up to a maximum of six weeks Active Recovery - depending on your assessed needs.
- Daily living equipment (aids and minor adaptations costing less than £1,000).
- Aftercare provided under Section 117 of the Mental Health Act.
- Support to people with Creutzfeldt-Jakob Disease (CJD).
- Depending on what care and support you need, you may be able to claim Continuing Health Care funding. Your GP, community nurse or social worker can refer you for an assessment if they think you may be eligible.

2. Getting help with your care and support

Care Act Assessment

If you are struggling with day-to-day tasks, the first step is to arrange for a “**Care Act Assessment**”. This is how we find out what you can do for yourself, how your family, friends and community can help, and how Adult Social Care at the Council could support you.

Someone from the Council, such as a social worker or other trained professional, will talk with you about what you can do and what you need help with. Together you will agree ways to meet any needs you have that you cannot meet yourself.

This Care Act Assessment can be very helpful in working out what other support you can obtain, what you want to achieve and what support you need to achieve this. You can access this online at **Hull City Council Care Act Assessment**.



Financial Assessment

We will offer you a financial assessment to determine how much you can afford to pay towards the cost of your care and support. The financial assessment asks for details about your income, capital and your expenditures. If you are required to pay for your care and support this will be from the date you start receiving it however you might not receive your first bill for a number of weeks therefore we would advise setting aside some money to cover this extra cost. If you do not complete a financial assessment you will need to pay the full cost yourself.

If you need to go into residential or nursing care, we may need to consider the value of your property. If you own the property jointly, we will only take the value of your share into account. You can find more information on the **Deferred Payment Agreement (DPA)** on Page 11.

If you have someone acting on your behalf whom you have previously given **Power of Attorney** to, a Financial Deputy appointed by the Court of Protection, we will work with them to gain the information we will need to complete a financial assessment for you.

You can also complete part 8 of this booklet to give us your permission to discuss your finances with a family member or friend who you would like to act on your behalf.

If you are unable, or have no one willing or able to manage your finances, the Council will apply for Corporate Appointeeship or Deputyship. An officer who is not connected to either the Financial Assessments Team or the Income and Payments Team will manage your money on your behalf and use it in your best interests.

Getting an idea of what you might need to pay

To help you understand what your financial contribution might be towards the cost of your care, you can access a **Paying for Care Calculator**.

If you find it difficult to manage your own money, or using the online calculator, we highly recommend that you get a family member, friend, or representative to help you complete the Paying for Care Calculator.

After you have had a Care Assessment and have eligible needs, you can submit your Paying for Care Calculation to our Financial Assessment team.

The information you provide will be reviewed by a financial assessment officer and you may be required to provide evidence of your financial circumstances. Until a financial assessment officer has reviewed your individual circumstances your actual contribution cannot be confirmed. Therefore it is always advisable to submit your information to the Council.

IMPORTANT NOTICE:

Based on the information you provide, the online Paying for Care Calculator only provides you with an indication of the maximum contribution you may have to pay towards the cost of your care may be. It does not form any agreement between you and The Council, nor does it guarantee eligibility of need for care and support.

3. How to apply for a financial assessment

You can request a financial assessment in one of the following ways:

Option 1: Using the Online Form

You can complete the online "Paying for Care Calculator", by visiting:

Paying for Care Calculator - [My Cost of Care](#)

The Council will use financial information already held, such as your housing benefit and council tax support details, together with liaising with the Department for Work and Pensions to verify your income.

If we cannot verify all of your information a financial assessment officer will telephone you or in exceptional circumstances may visit you to collect your information.

Option 2: Request from your Social Worker

If no one can complete the online form for you, your social worker will inform the financial assessment team that an assessment is required.

The Council will use financial information already held, such as your housing benefit and council tax support details, together with liaising with the Department for Work and Pensions to verify your income.

If we cannot verify all of your information a financial assessment officer will telephone you or in exceptional circumstances may visit you.

Option 3: Paper Form

If you are unable to complete an online form and you want to apply yourself, your social worker can either leave a form with you or request that one is sent to you.

Information required for your Financial Assessment

If a telephone assessment or home visit is needed, you will need to provide:

- Your income – such as payslips, pension(s) and benefit(s) details
- Any savings or investments you have – such as, savings accounts, ISAs, bonds
- Any other properties you own other than the home you live in If you are planning to stay in your own home:
 - details of your usual household expenses, such as, rent and council tax
 - any disability related expenses you have that cost more than £14.00 per week
- If you are planning to move to a care home and you own all or part of your property:
 - an estimated value of your home.

Letting you know the outcome of your Financial Assessment

We will tell you about the outcome of your financial assessment in writing. If your assessment says that you need to make a contribution, you will be told the amount of your weekly contribution and how to pay.

If you disagree with the outcome or believe the charge is more than you can afford, you can ask us to review the assessment again explaining why you feel the amount is wrong. We will review the assessment again and inform you of the outcome in writing.

If you cannot pay your contribution

If at any time you find yourself in circumstances that make it difficult for you to pay, you should tell the Council as soon as possible. It may be that your circumstances have changed and we need to review your financial assessment. If you have other money problems such as debts for example, we can tell you where to get free and confidential advice.

Annual Financial Assessment Review

Every April you will receive a financial re-assessment, taking into account the increases to your income and benefits.

We may review your financial assessment at any time to check your details and ask you to confirm your circumstance's again. We will inform you in writing of the outcome.

It is important that you tell us about changes to your circumstances as soon as possible as we may have to backdate any changes to the date they happened. This means that you could be faced with a large bill if you do not tell us about any changes quickly.

Misleading information

If you provide either wrong or incomplete information, or if you do not tell the Council of any changes that affect your assessment, we will work out the money you should have paid and you will need to pay it back.

We may take court action if you deliberately give wrong or incomplete information, as well as recovering what you owe. Any action taken may result in you paying additional charges.

The Council may also take court action against you if we have evidence to suggest that you have intentionally decreased your overall assets in order to reduce the amount you are charged towards the cost of care services.

Part 2 - Receiving care in your own home

For **Financial Assessment purposes**, you will be assessed using the **Home Care Assessment**. You are said to be living at home if you live in:

- your own home
- the home of a friend or family
- member a shared lives placement
- supported living

Income

Most income and benefits are included within your financial assessment. Income from earned employment is not taken into account.

If you are not receiving the following benefits:

- Attendance Allowance
- Care component of Disability Living Allowance
- Daily living component of Personal Independence Payments

we can support you to apply for these as they are there to help you pay for your care and support.

Important – Universal Credit Health Allowance Element

It is very important that we are informed immediately when this has been awarded as it will affect the contribution you have to make towards your care and support costs. If we are not informed and find out at a later date this will create a backdated amount of contributions that you will be required to pay back.

Universal Credit Health Element

UC is made up of various elements, based on the circumstances of the claimant and their household.

1. Standard Allowance
2. Child Allowance
3. Health Allowance
4. Carer Allowance
5. Housing Costs

Depending on which elements a claimant and/or their partner are entitled to, the above combined make up the maximum award. This is what is paid to the claimant if there are no other incomes or savings above £6,000. This is known as the UC Maximum Amount.

The maximum amount is then adjusted if any of the following are received:-

1. Unearned Income and Benefits.
2. Capital and Savings
3. Earned Income

The amount left after this process is called the UC Adjusted Amount and this is the amount we will use in our financial assessment.

Deductions

The adjusted UC amount is then potentially reduced by certain deductions, the remaining amount after this is the UC Payment, which is the monthly amount the claimant receives. However, we do not use this within the financial assessment.

Capital (savings, property and other assets)

(We do not consider the value of your main property if you are living in it).

- If you have more than £23,250* then you will need to pay for the full cost of your care and support.
- If you have less than £14,250* in savings, this will not be taken into account in the financial assessment and will not affect the amount you will be asked to contribute
- If you have between £14,250* and £23,250* in savings you will need to contribute £1 per week for every £250 you have in savings above £14,250.*
- If your savings fall below £23,250*, you will be entitled to a financial assessment to calculate how much you can afford to contribute towards your care and support.

***The above figures are correct as of 6 April 2026 but may increase annually.**

We will normally only request your income, capital and expenditure details and not those of your partner or of any other family members. If there is anything shared, such as a benefit paid to a couple, we will look at your benefit entitlement to ensure we only include the amounts that you receive.

If you are a member of a couple and we believe it would be in your best financial interest to be assessed as a couple, we will need to request the details of your partner's income from the DWP or yourself. Your partner will need to consent to this in the declaration section of this form.

Minimum Income Guarantee

The government sets a minimum income figure each year which makes sure that you always have sufficient remaining money to live on. We will make sure that the contribution you are asked to make does not reduce your income below this level.



Example

Ann is a 42 year old woman with MS. She receives Personal Independence Payments care element of £110.40 per week and mobility element of £77.05 per week. She also receives Employment and Support Allowance which includes the support component totalling £145.90. For the purposes of the financial assessment, Ann's guaranteed minimum income is as follows:

Basic amount for a single person + ESA support	£120.40
Disability premium	£51.55
Enhanced Disability premium	£25.15
Guaranteed Minimum Income	£197.10 per week

When working out how much Ann can afford to contribute to the cost of her care, we must make sure that Ann is left with at least £197.10 per week plus the mobility element of her Personal Independence Payment. Therefore, Ann's care and support contribution will be as follows:

ESA + Support component	£145.90
PIP Care component	£110.40
Total	£256.30
Minus her Guaranteed Minimum Income	£197.10
Contribution is	£59.20 per week

This contribution is based on Ann's income and is not related to the cost of her care and therefore this is the maximum she would ever have to pay towards her home care costs unless her income changed.

If your contribution is more than the cost of your current care you are referred to as a full cost payer and this will continue until the cost of your care and support becomes more than your contribution at which point your income will be reassessed to ensure all the information held is correct.

Disability related expenditure

Ann may also qualify for an additional disability related expenditure disregard of £14.00 per week depending on her circumstances and if in receipt of any of the following:

- Personal Independence payment (daily living)
- Attendance Allowance
- Disability Living allowance (care component)

If your expenditure is more than £14 per week, you will need to provide us with proof your disability related expenses, as we may be able to consider deducting a larger amount.

The following are examples of expenses that we may consider:

- Payment for any community alarm system.
- Costs of any specialist items needed to meet needs arising as a result of your disability which are not provided by either the Council or the NHS.
- Any private care that you pay for to meet an eligible need but is not being provided by either the council or the NHS.
- Specialist washing powders or additional laundry costs.
- Additional costs for dietary needs due to illness or disability.

- Special clothing or footwear where this needs to be specially made or altered, or is needed due to additional wear and tear caused by the disability.
- Additional costs of bedding, for example, due to incontinence.
- Any heating costs which are above average and which arise because of age, medical condition or disability.
- Reasonable costs of basic garden maintenance, cleaning or domestic help.
- Purchase, maintenance and repair of disability-related equipment, including equipment or transport needed to enter or remain in work if this is not otherwise available.
- Specialist internet access, for example if you are blind or partially sighted.
- Costs which arise because of illness or disability, including costs of transport to day centres, which are over and above the mobility component of DLA or PIP, if this is being paid.

If we are able to consider any of your disability related expenditure the amount will be deducted from any contribution you are asked to make towards your care and support.

Short term and respite placements

For Financial Assessment purposes, if you are in a short term or respite placement you will be assessed using the Home Care Assessment on the basis that you will be returning to your own home.



PART 3 - RECEIVING CARE IN A RESIDENTIAL HOME

Short Stay or Temporary Stay?

The way we categorise length of stay in a care home is defined within the Care and Support (Charging and Assessment of Resources) Regulations 2014 and the Care and Support Statutory Guidance (Annex F: 'Temporary and short-term residents in care homes').

A stay is Short Stay if:

- You are temporarily accommodated in a care home for no more than 8 weeks
- You are financially assessed as though you are receiving care in your own home

A stay is Temporary if:

- You are accommodated in a care home and will be there longer than 8 weeks and up to 52 weeks, but there is a plan for you to return to your own home at some point
- You are financially assessed as though you were living in permanent residential care.

If someone's stay becomes a temporary stay due to length of stay (over 8 weeks) you must:

- Inform the person that their stay has become temporary due to length of stay and that their financial contribution will be reassessed.
- Ensure that the following information is shared with the financial assessment team to inform the financial assessment
 - Details of any property expenses (mortgage, rent, bills, maintenance)
 - Details of anyone else living in the property who might be dependent upon the person's income (e.g. their partner or children)
- Share any relevant information about the impact stays in residential care may have on a person's benefits and complete a change of circumstances form if applicable (e.g. we hold appointee, or there is no one else to support the person with this).

Temporary and permanent placements

For **Financial Assessment** purposes if you are in a temporary placement or receiving care in a residential or nursing home, you will be assessed using the **Residential Care Assessment**. The following will apply:

Income

Most income and benefits are included within your financial assessment.

Important – Universal Credit Health Allowance Element

It is very important that we are informed immediately when this has been awarded as it will affect the contribution you have to make towards your care and support costs. If we are not informed and find out at a later date this will create a backdated amount of contributions that you will be required to pay back.

Universal Credit Health Element

UC is made up of various elements, based on the circumstances of the claimant and their household.

1. Standard Allowance
2. Child Allowance
3. Health Allowance
4. Carer Allowance
5. Housing Costs

Depending on which elements a claimant and/or their partner are entitled to, the above combined make up the maximum award. This is what is paid to the claimant if there are no other incomes or savings above £6,000. This is known as the UC Maximum Amount.

The maximum amount is then adjusted if any of the following are received:-

1. Unearned Income and Benefits.
2. Capital and Savings
3. Earned Income

The amount left after this process is called the UC Adjusted Amount and this is the amount we will use in our financial assessment.

Deductions

The adjusted UC amount is then potentially reduced by certain deductions, the remaining amount after this is the UC Payment, which is the monthly amount the claimant receives.

however we do not use this within the financial assessment.

Capital (savings, property and other assets)

- If you own your property (**Residential and Extra Care Placements only**) - please refer to page 11 about Property and Deferred Payment Agreement).
- If you have more than £23,250* then you will need to pay for the full cost of your care and support.
- If you have less than £14,250* in savings, this will not be taken into account in the financial assessment and will not affect the amount you will be asked to contribute.
- If you have between £14,250* and £23,250* in savings you will need to contribute £1 per week for every £250 you have in savings above £14,250*.
- If your savings fall below £23,250*, you will be entitled to a financial assessment to calculate how much you can afford to contribute towards your care and support.

***The above figures are correct as of 6 April 2026 but may increase annually.**

Example of working out contributions for residential care

Sarah moves permanently into a residential care home costing £600.00 per week. She has a state pension and a private pension totalling £225.00 per week and savings of £19,000.00.

Her £19,000.00 in savings means she is £4750.00 over the £14,250.00 limit. For every £250.00 over this limit, we take £1.00 per week into account as tariff income. Therefore, £4750.00 divided by £250.00 is £19.00 per week tariff income to be included in the financial assessment calculation.

Sarah must keep at least £31.80 per week personal allowance from her income. So, Sarah will be asked to contribute:

Income of £225.00 + £19.00 tariff income	£244
Minus	£31.80
Maximum Contribution to pay is	£212.20

The local authority will pay the remainder of the residential home fee.

Property and a Deferred Payment Agreement

The value of any property you own or part own will be used to calculate your contribution within the financial assessment unless the property is occupied by:

- your spouse, partner, former partner or civil partner, except where they are estranged from you;
- your estranged or divorced partner who is a lone parent;
- a relative or member of your family
 - who is aged 60 or over
 - a child aged under 18 or
 - a relative who is incapacitated

The occupants must have been living in the property as their main home prior to your admission to the residential home. Whilst their circumstances remain unchanged the property will not be used in your financial assessment.

If none of the above apply and your property is worth more than £23,250 you will have to pay the full cost of your care and support directly to your Residential Care Home provider unless you enter into a **Deferred Payment Agreement**.

You may choose to let your property which may give you enough rental income to cover the full cost of your care. There are advantages to this as you will not accrue a debt, be liable to pay interest and administrative charges and your property will continue to be occupied. Your tenant will pay the utility and council tax bills which will reduce your outgoings.

You may choose to pay the full cost of your care from your available income and savings / assets, or a family member may choose to pay some or all of this for you.

If you are unable to pay the full cost of your care and support, because most of your capital is tied up in your home you can apply to the Council for a **Deferred Payment Agreement (DPA)**.

In most cases the property is disregarded (not taken into account) for the first 12 weeks of you becoming a permanent resident in the care home. An example where the property does not qualify for this 12 week disregard is when someone is already living in a care home which they have been paying for themselves but their capital has now fallen below £23,250 and they are now applying to the Council to help pay the care home fees. The DPA offers you a loan from the Council using your home as security. It doesn't work in exactly the same way as a conventional loan; the Council does not give you a fixed sum of money but instead pays an agreed part of your weekly care and support to your residential provider.

You will pay a weekly contribution towards your care that you have been assessed as being able to pay from your income and savings not including your property. The Council will pay the part of your weekly residential care charge that you cannot afford, known as the 'deferred payment', until the money tied up in your home becomes available or the equity in your property falls below £23,250. The deferred payment builds up as a debt, which is cleared when the money tied up in your home is released, when your home is sold or you may decide to keep your home for the rest of your life and repay the debt from your estate.

Costs associated with the Deferred Payment Agreement

There is an initial arrangement/set up charge, for the provision of the Deferred Payment Agreement

This includes:

- Administration costs
- Legal costs

If the property is unregistered there is an additional legal fee to register the property at the Land Registry.

Charging interest

The loan will have interest charged on it until it is repaid in full, the same way a normal loan would be charged on money borrowed from the bank (this includes when the equity value of the property has been reached). The maximum interest rate that will be charged is fixed by the government and is compounded on a daily basis. ***The rate may change each year on 1st January and 1st July.**

Qualifying conditions for a Deferred Payment Agreement:

You must:

- be professionally assessed as requiring and be entering permanent residential / nursing care / extra care in a registered care home or extra care facility.
- have capital (excluding the property) of less than £23,250.
- own or have part legal ownership of a property which is not benefiting from a property disregard (you must ensure your property is registered with the Land Registry).
- have the mental capacity to agree to a DPA or have a person appointed as a Lasting Power of Attorney or as your Deputy to agree this on your behalf.

The Deferred Payment Agreement is a legal agreement with the Council. By signing an agreement document you will be agreeing to a legal charge being placed on the property. The Council's Legal Department will contact you to complete that process.

The agreement covers both the responsibilities of the council and your responsibilities.

You can end the agreement at any time (for example if you sell your home) and then the loan becomes payable immediately. Otherwise your loan ends on your death and your personal representatives will then have to pay the debt by selling your property or from other assets in your estate.

How to apply for a Deferred Payment Agreement

- Ask your social worker for an application form. Contact Hull Financial Assessment Team on **01482 612 127**
- Return the completed application and all the required evidence.

What happens when a Deferred Payment Agreement has been agreed

You will need to:

- Pay your contributions in a timely and regular manner. If you fail to pay your contributions on a regular basis the Council reserves the right to add this debt to the loan amount.
- Have a responsible person able to ensure that the necessary maintenance is carried out on the property to retain its value.
- Insure your property (copy of buildings insurance must be provided).

IMPORTANT NOTICE:

It is recommended that you take Independent Financial and Legal advice to help you decide which course of action will be financially better for you.

If you are unable to provide all of the required information within a calendar month of applying for a Deferred Payment Agreement, we will not be able to defer the value of your property and you will be required to pay the full cost of your care and support to your care provider.

If the Council agrees to enter into a Deferred Payment Agreement with you interest will be charged on the debt until it is paid in full.

There are contact details of organisations that can help you source an Independent Financial Advisor in Section 7 of this handbook.



PART 4 - OTHER INFORMATION

6. Residential Care Homes and Top-up fees

If the council is contributing towards your residential care home fees, they must tell you how much they think your care should cost. The total amount, including their contribution and yours, is called your personal budget. If you'd prefer a different, more expensive home, you may still be able to move there if someone pays the difference between your personal budget and the fees. This is known as a top-up fee.

Who can pay the top-up fee?

Family or friends can pay a top-up on your behalf, but the Council must be satisfied that the person paying can afford to continue payments throughout the duration of your stay. You can't pay your own top up fees unless one of the following situations applies:

- You have entered into a 12-week property disregard period (see page 11).
- You have a deferred payment agreement with the council (see page 11).
- The accommodation is being provided under Section 117 of the Mental Health Act 1983 as aftercare.

The person who is paying the top-up fee will need to enter into a written agreement with us to confirm that they agree to pay the additional cost.



7. Useful Contacts

You can contact the following organisations if you want impartial help or advice about money or paying for care:

Hull City Council and Live Well Hull

Telephone: 01482 300 300

www.livewellhull.org

Out of Hours Team

Telephone: 01482 300 304

Monday - Friday 5pm to 8am Saturday

and Sunday (plus Bank Holiday's) 24 hours service

Nursing and Health Services

Telephone: 247 111 365

24 hours service

Age UK (national line)

Telephone: 0800 169 6565 (Freephone)

Age UK <http://www.ageuk.org.uk>

Age UK Hull

Telephone: 01482 324 644

Email: mailbox@ageukhull.org.uk

Website: <http://www.ageuk.org.uk/hull/>

Hull and East Riding (Hull) Citizens Advice Bureau

Telephone: 03444 111 444

Website: <http://www.hullandeastridingcab.org.uk/>

Alzheimer's Society

Telephone: 01482 211255

Website: <https://www.alzheimers.org.uk>

Money Helper

Website: www.moneyhelper.org.uk

Society of Later Life Advisers

Website: <https://societyoflaterlifeadvisers.co.uk/>

Which? – Later Life Care

Website: <https://www.which.co.uk/later-life-care>

Government Services and Information

Website: www.gov.uk

8. Your Declaration

We want to make sure you are given all the information you need about your financial assessment. When your social worker gives you this booklet and talks through the contents with you, please fill in the sheet below and give it back to your social worker. If you've asked for any further information, we'll make sure someone gets in touch with you.

Name:..... **DOB:**..... **LAS ID:**.....

Email: **Telephone number**

I received this handbook on (Please insert date)

And was able to talk about the following:

Tick 

The online “paying for care calculator”	
Services which are chargeable	
Services which are free of charge	
The financial assessment process	
My partner consents to you checking their income / benefits with the DWP to complete a best interests Financial Assessment	
The DPA process (If applicable)	

Signed..... **Date**.....

If somebody has Power of Attorney, Court Of Protection or Appointeeship for you, please provide us with a copy of their documentation as this will enable us to correspond with them directly on your behalf.

Otherwise if you are not responsible for managing your own finances it may help us to deal with your application more quickly if you give permission for Hull City Council to contact the responsible person.

For social worker only:

Do they have over the capital limit? Yes No

Do they have capacity to deal with their own finances? Yes No

Referral made on Liquid Logic? Yes No

If no, details

If you would like us to discuss your financial assessment or Income and Payments account with someone else, please complete either part 1 or part 2 below.

Part 1 gives us permission to discuss all aspects of your assessment and/or account and to send all letters, notifications and invoices

Part 2 **Part 1** gives us permission to only discuss your assessment and/or account over the telephone.

I, give the Financial Assessment and Income and Payments Team permission to discuss and send all correspondence relating to my financial assessment and/or account to the Third Party named below:

Name	Full Address including Post Code	Relationship to you	Contact Number and Email

Part 2

I, give the Financial Assessment and Income and Payments Team permission to discuss my financial assessment and/or account with the Third Party named below:

Name	Full Address including Post Code	Relationship to you	Contact Number and Email

Please complete and sign giving us your permission below:

Please print your name	Signature	Date
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It is your legal right under Data Protection legislation, to change or withdraw your permission at any time.

I give permission for the Department for Works and Pensions and Hull City Council to exchange any information it has about me.

Contact

Hull City Council Adult Social Care Financial Assessment Team
adultandsocialcare.financialassessments@hullcc.gov.uk

01482 614 842

www.livewellhull.org

ASC PAYING FOR CARE

Accessibility

If this document does not meet your accessibility requirements, or if you need information provided in a different format (such as accessible PDF, large print, easy read, audio recording or braille) please contact Adults Delivering Differently at -

email: Adultsdd@hullcc.gov.uk

telephone: 01482 300 300

