**Appendix C**

**Finance Schedule**

Somerset Council pays for home care on a 4-weekly basis.

Care and Support will be commissioned at Somerset Council’s published home care rate which is updated each April. The following is a link to the latest fee decision:

[Adult Social Care Commissioning (somersetprovidernetwork.org.uk)](https://somersetprovidernetwork.org.uk/commissioning/)

Invoices need to be addressed to **Somerset Council** and are submitted following the end of each 4-weekly payment period. They must be accompanied by a delivery note.

The delivery note is required to enable validation of support provided against that ordered and must be in the format within the attached file below. The delivery note must include the Eclipse reference (PER No.) for every individual supported.

**Invoices will not be paid without an accompanying delivery note.**

The week commencing date should always be the Monday.

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Where a care and support plan requires two carers to attend, the unit cost should remain at ****the contracted rate, but the hours should be increased as appropriate and the relevant reason code added. A double up should be recorded as two visits in the visits delivered column.

Hospital stays and notice periods are to be recorded on two separate lines to show actual care delivered (show hours delivered) and care Somerset Council is funding but not delivered during period a package is held.

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Invoices need to be sent to homecarefinance@somerset.gov.uk only.

During the lifetime of this contract, it is the intention of Somerset Council to explore moving to a payment in advance model. This will be done in consultation with providers.

**Client Contributions/Debt**

At the onset of the contract the Provider will be responsible for the collection of all client contributions and will invoice the Council net of this income. The client contribution collected will be entered on the relevant column of the delivery note.

During the lifetime of this contract, it is the intention of Somerset Council to explore bringing the collection of contributions in-house. This will be done in consultation with providers.

Should a customer refuse to pay, the following information should be provided with

all correspondence:

* Eclipse ID
* Name
* Amount of arrears
* Period the debt relates to
* Action you have taken to recover the debt

Once the debt is 30 days overdue you will email the home care finance team to log the overdue debt (HomecareFinance@somerset.gov.uk)

Once the debt is 60-days overdue you will email the home care finance team again providing evidence of the actions taken to date. Evidence of these actions need to be provided at this stage such as copy letters, copy emails and copy invoices sent to the client(s). You should continue to make efforts to collect the contribution and recover the debt.

If you have followed the above steps in a timely manner, when the debt reaches 90 days overdue, you can submit a separate invoice for the debt to the home care finance team who will arrange for the debt to be transferred. At this stage Somerset Council will begin its own recovery processes.

**Failure to follow the above process may lead to Somerset Council not agreeing to transfer the debt.**