

Adult Social Care

Information pack other commissioning organisations for new extra care customers

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North
Tyneside
Council

Introduction

This information pack is for commissioning organisations that are supporting a person to move into extra care in North Tyneside. It is used as part of the tenancy sign-up process and complements the **extra care brochure** and **information pack** for new customers which can both be found at <https://my.northtyneside.gov.uk/category/786/our-commissioning-intentions>

When a person signs a tenancy they will be asked to sign three documents that are part of the Core Charge Information Pack:

- Care contract
- Direct debit mandate
- Factsheet

Charging arrangements

When an organisation is commissioning an extra care service for a person and is responsible for paying for the care service, they will have two separate payments to make:

Payment to the care provider	Payment to North Tyneside Council
<ul style="list-style-type: none">• Cost of care package	<ul style="list-style-type: none">• Weekly customer core charge• Weekly external organisation charge

North Tyneside Council will not bill the person in receipt of a care service. North Tyneside Council will bill the commissioning organisation.

The commissioning organisation will bill the customer any contribution that they have assessed the person to make.

Useful contacts

To discuss financial arrangements please contact Adult Social Care Finance at ascinvoices@northtyneside.gov.uk or the Commissioning Team at 0191 643 7100