
City of Bradford Metropolitan District Council

**Bradford and District Residential and Nursing Care Homes Provider
List**

Reference: BMDC/DN420609

**Unpaid Client Contributions
Payment Policy**

1. Scope

This policy aligns with the Bradford and District Residential and Nursing Care Homes Provider List contract, its terms and conditions and associated documents, including the Pricing Schedule.

This policy outlines Bradford Council's approach to paying claims for unpaid client contributions where care home placements are paid under "net" payment arrangements. Net payments are where the care home provider collects the client contributions directly from the person placed at the care home or their representative for example a person with power of attorney.

This policy does not include "gross" payment arrangements as in these circumstances the Council pays the care home for its placement fee, including the client contributions, and the Council then charges the person in receipt of care, or their representative, directly for any client contributions.

2. Contract Details

The Provider List contract that the Council holds with the care home provider states at clause 17 of the Pricing Schedule as follows:

"The Provider must maintain a detailed record of all contributions collected from the Service User. If the Service User fails to pay the contributions the Provider must inform Financial Support Services within 12 weeks. The provider must submit an unpaid Client Contribution Form with 3 pieces of evidence that sets out how the Provider has tried to collect the debt. The Council will pay the Provider the gross cost of the placement up to the standard rate until the issue is resolved. Once the issue is resolved the Provider shall revert to being responsible for the collection of the client contribution payable by the Service User."

3. Approach

To ensure clarity this policy sets out the Council interpretation of how clause 17 applies.

The 12 week period starts from the first missed payment of client contributions.

Claims received after the 12 week period will be deemed outside the agreed contractual timescale. The Council will not pay claims that are notified to it after 12 weeks since the first missed payment.

All claims must include 3 pieces of evidence of attempts to collect the debt. This must be clear evidence and addressed to the correct person who is able to complete payment, for example, this may not be the individual in receipt of care but a person who has a Power of Attorney for finances. Where evidence is not supplied, the information in the Council's opinion unreliable, or evidence is not provided within the 12week period, the Council will not pay the claim.

If all contractual elements are fulfilled within the 12 week timeframe, with reliable evidence to support the claim, the Council will pay the unpaid client contributions to the care home provider as outlined in Clause 17 of the Pricing Schedule.