

Nottingham City Council Online Financial Assessment User Guide

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Overview

This guide refers to the Online Financial Assessment tool on the Nottingham City Council Adult Social Care Hub and its functions.

This document will provide guidance for accessibility on both mobile and desktop. Please use the contents page above to navigate to your preferred device guidance.

To make sure the information you send to us is secure, you will need to log into your account every time that you submit your information via the Hub.

If you will be unable to complete the Online Financial Assessment in one sitting, you can utilize the 'Save for later' feature. Please be aware you must be logged into your Nottingham City Council Adult Social Care Hub account to use this feature.

Accessing the Online Financial Assessment - Mobile

The Online Financial Assessment can be accessed from the Adults Social Care Hub by following the steps below:

Step 1 - Select the 'My finances' tile.



Step 2 - Select the 'Online financial assessments' tile.

Following the steps above, you will have navigated to the Online Financial Assessment webpage. Here you can find Frequently Asked Questions (FAQs) under the 'Find out more' section.

	Find out more
	What is the Online Contribution Calculator?
Charging for care and support Find out information about charging for care and support	Who is it for?
	What information will I need?
	What kinds of care does the calculation cover?
Online financial assessments	How is the contribution for care at home or in a residential home calculated?
Find out how much you might have to pay towards your social care	Does it matter where I live?
	Will my local authority or the government see what I enter here?

Completing your Online Financial Assessment - Mobile

Step 1 - Once ready to begin completing your Online Financial Assessment, select **'Calculate my contribution'**.



Step 2 - Select the appropriate type of care required by selecting either '**Calculate my nonresidential**' contribution or '**Calculate my residential contribution**'.



Step 3 - Follow the steps within the assessment, entering information relevant to you or the person you are completing the assessment on behalf of.

The progress of your assessment can be tracked using the **'Progress Tracker'** at the bottom of the webpage.

< Assessment type		
Your total savings and assets $$ >		
Your age		
What is your date of birth?		
For example: 31 3 1970 Day Month Year		
• Why do we need this?		
Continue		
Progress tracker		
Hide all		
1 Your situation		
 Your details Your total savings and assets 		

Once you have completed all 4 sections of the assessment you will be provided with an **estimated** maximum contribution you may have to pay towards your care.

Saving your Online Financial Assessment - Mobile

Please note that you must be logged in to your Hub Account to use this feature. The assessment will be saved and available to access for 30 days, after this time if you have not submitted the assessment, the assessment will no longer be available and any information you previously completed will be lost.

Step 1 - If you have started the Online Financial Assessment but are unable to complete it, you are able to save your progress by selecting the '**Save for later**' button at the bottom of the webpage.



Step 2 - Upon clicking this you will need to agree to your information being collected, and asked to provide your name before selecting **'Save'**.

(_____

Details recorded on the OFA website are passed to the relevant local authority for the	Nottingham MENU
purposes of statutory processing. We use the information we collect for the purpose of identifying users returning to the OFA website, for example, to resume a	Online Financial Assessment
In accordance with the General Data Protection Regulation 2016 (GDPR), our legal basis for processing personal data and for	< Back
passing personal data to the local authority is your consent. By selecting Yes below, you agree to the processing of your data for the	Save your calculation Please provide a unique name for your calculation
purposes identified and to the communication of your data to the local authority. Do you consent to us gathering	Name
storing and using your personal information in this way?	More information
Yes No No More information	Save

You can now either exit the assessment and access later, or continue with the submission.

Retrieving your saved Online Financial Assessment - Mobile

To retrieve your assessment, you will be required to log in to the Hub. For guidance on this, visit the **'Registering for a portal account'** guidance document within the **'Adults Hub Help'** section of the Adults Social Care Hub.

Step 1 - Once logged in, navigate back to the Online Financial Assessment webpage (see pages 4-5) and select the **'Open your saved calculations'** button at the bottom of the webpage. Any assessments you have saved will appear here, along with the date they were saved.

Residential services

This covers care that you might receive in the following settings;

- Residential Care Homes
- Nursing Care Homes

This includes all types of stays in care such as respite, short term or long term care. Use this calculator to find out what your weekly contribution towards these services might be:

Calculate my residential contribution

Open a saved calculation

If you saved an incomplete calculation you can continue working on it.



Step 3 - Select an option to either delete or open the saved assessment.



Downloading your Online Financial Assessment Summary - Mobile

When you have completed all sections of the Online Financial Assessment, you will be provided with the summary page with an **estimated** maximum contribution you may have to pay towards your care. You will also be able to view an extended breakdown of your income and expenditure based on the information you have provided throughout the assessment.

At this stage you may wish to submit your assessment (see pages 14-18), however this is not compulsory. Instead, you have the option to download your Online Financial Assessment Summary.

If you wish to download your Online Financial Assessment Summary, scroll to the bottom of the webpage and select the **'Download'** button.



Submitting your Online Financial Assessment - Mobile

Should you wish to submit the Online Financial Assessment, you will first need to have a registered Nottingham City Council Hub account. For guidance on this, visit the **'Registering for a portal account'** guidance document within the **'Adults Hub Help'** section of the Adults Social Care Hub.

Step 1 - Once you have reached the Online Financial Assessment Summary, scroll to the bottom of the webpage, read and agree with the declaration. Once complete, select **'Continue'**.

Declaration

I confirm that the details provided for the purposes of this financial assessment are true and accurate and that to the best of my knowledge, all income and capital assets have been declared. I understand that I have an obligation to inform Nottingham City Council immediately of any change in circumstances financial or otherwise that may affect the amount of my assessed charge or my ability to pay any contribution that may be due.

Do you agree?



If you select no, you will not be able to submit your financial information. If you are required to make a contribution towards the cost of your care and support, this may mean that you will be treated as a 'self-funder' and will be invoiced for the full cost of the services that you receive. To **Step 2 -** Enter your National Insurance Number and upload any supporting evidence regarding your finances. Once complete, select **'Continue'**.



Step 3 - Select whether you are completing the Online Financial Assessment on behalf of someone else, or completing it for yourself. There is also an option that enables you to enter your council reference number which should be on supporting documentation (this is not necessary for submission). Once complete select **'Continue'**.

Submit to your council		
Are you submitting this form on behalf of someone else? Yes No More information		
Reference Number (optional)		
More information		
Continue		
Progress tracker Hide all		
1 Your situation Hide		

Step 4 - If you are completing the Online Financial Assessment on your own behalf, enter your personal details here. Once complete, select **'Submit'**.

If you are completing the Online Financial Assessment on behalf of someone else, skip to Step 5.



Step 5 - If you are completing the assessment on behalf of someone else, enter their personal details here. Once complete, select **'Submit'**.

Details of the person in the submission

Please enter details of the person whose financial information has been used in the calculation.

First name (required)

Last name (required)

Postcode lookup

Enter the postcode to lookup the address

Lookup

Accessing the Online Financial Assessment - Desktop

The Online Financial Assessment can be accessed via the following link: <u>Online Financial</u>
<u>Assessment</u>

Alternatively, the Online Financial Assessment can be accessed from the Adults Social Care Hub by following the steps below:

Step 1 - Select the 'My finances' tile.



Step 2 - Select the 'Online financial assessments' tile.



Following the steps above, you will have navigated to the Online Financial Assessment webpage. Here you can find Frequently Asked Questions (FAQs) under the 'Find out more' section.

Nottingham City Council	Adults Social Care Login to OFA	
Online Financial Assessment		
How much will I have to pay towards my care?		
 support. This easy-to-use online financial assessment tool serves two purposes: Enable you to obtain an estimate of how much you might have to contribute towards your care and support Submit to use according to favorable favorable favorable according to the second seco		
 Submit your assessment for a formal mancial assessment. The Online Contribution Calculator lets you do this yourself. All you need to do is enter details of your benefits, pensions, savings, assets and your essential costs. For more details click 'What Information will I need?' below.		
If you are using this tool to obtain an estimate but have not yet completed a formal care assessment with a Social Care Practitioner, please do not submit your information to us. You should only submit your details once you are accepting a package of care and support.		
You will be able to print the estimated charge that displays. This will show you all of the information that you have entered. Calculate my contribution		
Find out more		
Who is it for?		

Completing your Online Financial Assessment - Desktop

Step 1 - Once ready to begin completing your Online Financial Assessment, select **'Calculate my contribution'**.



Step 2 - Select the appropriate type of care required by selecting either 'Calculate my non-residential' contribution or 'Calculate my residential contribution'.

	Online Financial Assessment	
	< Start Your details >	
	What type of care do you need?	
	Different rules will be used to calculate your contribution, depending on the type of care.	
	Care in my home and in my community	
	This covers various tyes of care that you might receive whilst living at home in the community - either as a tenant, owner occupier or living with family, for example:	
	Direct Payments - this is a payment to you that gives you the opportunity to arrange your own care and support.	
	 Home Care - this helps you in your own home with activites of daily living such as washing and dressing. 	
	 Day Centres - this gives you the opportunity to meet others socially and take part in activities in a supportive and safe environment. 	
	 Independant Living Support - this gives you practical support to maintain your home, attend appointments, manage your money and engage in social activites. 	
	Supported Living - this provides accomodation where care and support services are based alongside you to help with living independently.	
	Use this calculator to find out what your weekly contribution towards these services	
6	Calculate my non-residential contribution	
	Residential services	
	This covers care that you might receive in the following settings;	
	Residential Care Homes Nursing Care Homes	
	This includes all types of stays in care such as respite, short term or long term care.	
	Use this calculator to find out what your weekly contribution towards these services might be	
	Calculate my residential contribution	

Step 3 - Follow the steps within the assessment, entering information relevant to you or the person you are completing the assessment on behalf of.

The progress of your assessment can be tracked using the '**Progress Tracker**' on the right hand side of the webpage.

Nottingham City Council		Adults Social Care Login to OFA
Online Financial Assess	sment	
Assessment type Your age What is your date of birth? For example: 31 3 1970 Day Month Year Day	Your total savings and assets >	Progress tracker a all a bar all a for the second secon

Once you have completed all 4 sections of the assessment you will be provided with an **estimated** maximum contribution you may have to pay towards your care.

Saving your Online Financial Assessment - Desktop

Please note that you must be logged in to your Hub Account to use this feature. The assessment will be saved and available to access for 30 days, after this time if you have not submitted the assessment, the assessment will no longer be available and any information you previously completed will be lost.

Step 1 - If you have started the Online Financial Assessment but are unable to complete it, you are able to save your progress by selecting the '**Save for later**' button at the bottom of the webpage.

Additional savings and assets	
Savings and assets items in this section are not likely to be included when we	
calculate your contribution. However, please provide details below so that we	
can confirm how these will be treated.	
Personal Injury Compensation	
Please enter the amount of any Personal Injury Compensation you have been awarded.	
Evidence of this will be required to verify if it is to be included as part of the financial assessment. This item will not be included in providing an estimation of sour charge but	
could be included later depending on the nature of the compensation.	
Amount: Owner:	
£ • Mine • Joint	
This item will not be included when we calculate your contribution.	
More Information O Comment O Additional item	
Trust Fund Savings	
This item will not be included in providing an estimate of your charge, but could be	
included later depending on the nature of the savings	
Amount: Owner:	
£ Mine O Joint	
This item will not be included when we calculate your contribution.	
More Information Omment Additional item	
Continue Save for later	

Step 2 - Upon clicking this you will need to agree to your information being collected, and asked to provide your name before selecting **'Save'**.

Adults Social Care Logo City Council	it
Online Financial Assessment	
K Back How we collect and use your data When you visit the Online Financial Assessments (OFA) website, we collect personal information about you and where appropriate, the person you are representing. This may include name, address, enail address, relationship to each other and details of financial self-assessments and social care finance documents. Details recorded on the OFA website are passed to the relevant local authority for the purposes of statutory processing. We use the information we collect for the purpose of identifying users returning to the OFA website, for example, to resume a partially completed assessment. In accordance with the General Data Protection Regulation zoto (GDPR), our legal basis for processing personal data and for passing personal data to the local authority is your consent. By selecting Yes below, you agree to the processing of your data for the purposes identified and to the communication of your data to the local authority. Do you consent to us gathering, storing and using your personal	
information in this way?	

Nottingham City Council	Adults Social Care	Logout
Online Financial Assessment		
< Back		
Save your calculation		
Please provide a unique name for your calculation		
Name		
More information		
Save		

You can now either exit the assessment and access later, or continue with the submission.

Retrieving your saved Online Financial Assessment - Desktop

To retrieve your assessment, you will be required to log in to the Hub. For guidance on this, visit the **'Registering for a portal account'** guidance document within the **'Adults Hub Help'** section of the Adults Social Care Hub.

Step 1 - Once logged in, navigate back to the Online Financial Assessment webpage (see pages 19-20) and select the **'Open your saved calculations'** button at the bottom of the webpage. Any assessments you have saved will appear here, along with the date they were saved.



Step 3 - Select an option to either delete or open the saved assessment.

Nottingha	am ncil		Adults Social Care Logout
Online Financial As	ssessment		
< Assessment type Select a saved	l calculation		
Save 1 - NON RESIDENTIAL - 16/11/2023	Incomplete	Delete Open	

Downloading your Online Financial Assessment Summary - Desktop

When you have completed all sections of the Online Financial Assessment, you will be provided with the summary page with an **estimated** maximum contribution you may have to pay towards your care. You will also be able to view an extended breakdown of your income and expenditure based on the information you have provided throughout the assessment.

At this stage you may wish to submit your assessment (see pages 29-33), however this is not compulsory. Instead, you have the option to download your Online Financial Assessment Summary.

If you wish to download your Online Financial Assessment Summary, scroll to the bottom of the webpage and select the **'Download'** button.

Contact details for the Data Controller (for the purpose of the UK general GDPR 2016 and Data Protection Act 2018):
You can contact the data protection officer at: Information.Compliance@nottinghamcity.gov.uk. or,
Information Compliance Team Nottingham City Council Loxley House, Station Street, Nottingham NG2 3NG
Further Information
For more information about these rights please refer to our detailed privacy statement at: Nottingham City Council Privacy Statement.
Declaration
I confirm that the details provided for the purposes of this financial assessment are true and accurate and that to the best of my knowledge, all income and capital assets have been declared. I understand that I have an obligation to inform Nottingham City Council immediately of any change in circumstances financial or otherwise that may affect the amount of my assessed charge or my ability to pay any contribution that may be due.
Do you agree?
O Yes 🖲 No
If you select no. you will not be able to submit your financial information. If you are required to make a contribution towards the cost of your care and support, this may mean that you will be treated as a 'self-funder' and will be invoiced for the full cost of the services that you receive. To read more about the rules for Charging for Care and Support, click this link to the Adult Social Care Portal and select the 'My Finances' Tile. For information and support to make sure that you are claiming all of the benefits that you are entitled to, and/or for help with any debt issues, click this link to Nottingham City Councils Welfare Rights Service
Continue Print Developed
Continue

Submitting your Online Financial Assessment - Desktop

Should you wish to submit the Online Financial Assessment, you will first need to have a registered Nottingham City Council Adult Social Care Hub account. For guidance on this, visit the **'Registering for a portal account**' guidance document within the **'Adults Hub Help'** section of the Adults Social Care Hub.

Step 1 - Once you have reached the Online Financial Assessment Summary, scroll to the bottom of the webpage, read and agree with the declaration. Once complete, select **'Continue'**.

	Contact details for the Data Controller (for the purpose of the UK general GDPR 2016 and Data Protection Act 2018);
	You can contact the data protection officer at: Information.Compliance@nottinghamcity.gov.uk. or,
	Information Compliance Team Nottingham City Council Loxley House, Station Street, Nottingham NG2 3NG
	Further Information
	For more information about these rights please refer to our detailed privacy statement at: Nottingham City Council Privacy Statement.
	Declaration I confirm that the details provided for the purposes of this financial assessment are true and accurate and that to the best of my knowledge, all income and capital assets have been declared. I understand that I have an obligation to inform Nottingham City Council immediately of any change in circumstances
C	• Yes N
	If you select no, you will not be able to submit your financial information. If you are required to make a contribution towards the cost of your care and support, this may mean that you will be treated as a 'self-funder' and will be invoiced for the full cost of the services that you receive. To read more about the rules for Charging for Care and Support, click this link to the Adult Social Care Portal and select the 'My Finances' Tile. For information and support to make sure that you are claiming all of the benefits that you are entitled to, and/or for help with any debt issues, click this link to Nottingham City Councils Welfare Rights Service
	Continue Print Download

Step 2 - Enter your National Insurance Number and upload any supporting evidence regarding your finances. Once complete, select **'Continue'**.

< Summary	Submit your calculation >	Progress tracker
Help us confirm	your details	Hide all
It will speed up the submission p number of the person whose fin can confirm the benefits receive	rocess if you give us the National Insurance ancial information has been entered so that we d. You can also add documents as evidence.	Your situation Hide Your details Your total savings and assets
What is the National Insuranc	e number?	2 Your financial details
Why do we need this? Add documents or photos You can add scanned photos or doc	uments as evidence of the details you have entered.	Hide Savings and assets Benefits Pensions Other income Essential expenditure Disability expenditure 3 Your estimated contribution Hide Summary
The ma <u>Choose</u>	ximum file size is 15MB a file or drag it here.	 Your personal details Hide Additional details Submit your calculation Client details
Continue Save for L	ater	

Step 3 - Select whether you are completing the Online Financial Assessment on behalf of someone else, or completing it for yourself. There is also an option that enables you to enter your council reference number which should be on supporting documentation (this is not necessary for submission). Once complete select **'Continue'**.

Nottingham City Council		Adults Social Care Logout
Online Financial Assessment		
 Additional details Submit to your council Are you submitting this form on behalf of Yes No More information Reference Number (optional) 	Client details > L someone else?	Progress tracker Hide all Your situation Hide Your details Your total savings and assets Your financial details Hide Hide
More information		Savings and assets Benefits Pensions Other income Essential expenditure Disability expenditure 3 Your estimated contribution Hide Summary 4 Your personal details Hide
		Additional details Submit your calculation Client details

Step 4 - If you are completing the Online Financial Assessment on your own behalf, enter your personal details here. Once complete, select **'Submit'**.

If you are completing the Online Financial Assessment on behalf of someone else, skip to Step 5.

< Submit your calculation	Progress tracker
Your contact details	Hide all
Please enter your contact details here. First name (required) John Last name (required) Smith	Your situation Hide Your details Your total savings and assets Your financial details Hide Savings and assets Benefits Pensions
Enter the postcode to lookup the address Lookup Enter address	Sesential expenditure Disability expenditure Jisability expenditure Vour estimated contribution Hide Summary
Address Building and street (required) John Street Address line 2	(4) Your personal details Hide Additional details Submit your calculation - Client details

Step 5 - If you are completing the assessment on behalf of someone else, enter their personal details here. Once complete, select **'Submit'**.

< Contact details	Progress tracker
Details of the person in the submission Please enter details of the person whose financial information has been used in the calculation	Hide all Your situation Hide Your details Your total savings and assets
First name (required) Last name (required) Postcode lookup Enter the postcode to lookup the address Lookup Enter address manually Address Building and street (required)	 Your financial details Hide Savings and assets Benefits Pensions Other income Essential expenditure Disability expenditure Your estimated contribution Hide Summary Your personal details Hide Additional details Submit your calculation Contact details Client details
Address line 2	