



When making manual payments (not Direct Debits), Please your INVOICE NUMBER (Not Customer ID)

982692723000000

Mrs Ann Example
C/O Mr Pete Example
1 New Street
Enfield
EN3 5XX

Property Address:

Mrs Ann Example
C/O Mr Pete Example
1 New Street
Enfield
EN3 5XX

INVOICE

Payment due – See schedule below

Invoice Number: **80000000**

Invoice Date: **24/06/2021**

Customer ID: **10000003**

Please Ask For: See reverse

Page 1 of 1

DESCRIPTION	AMOUNT	VAT	VAT%
In respect of: Residential Care			
Contribution for provision of residential care at EXAMPLE CARE HOME for MR PETE EXAMPLE from 05-04-21 to 11-04-21 - 1 weeks at £491.89 per week	491.89	0.00	0.0%
Contribution for provision of residential care at EXAMPLE CARE HOME for MR PETE EXAMPLE from 12-04-21 to 27-03-22 - 50 weeks at £500.02 per week	25001.00	0.00	0.0%

You may be billed 1 week at last years price and then a further 50 weeks at this years price (where prices have increased), The last week of the year will be added to the 2022/2023 bill

Total excluding VAT: £25492.89	Total VAT: £0.00	Amount Due: £25492.89
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Residential Care

Contributions for provision of residential care at C/O Mrs Ann Example for Mr Pete Example. Please see below 4 weekly payment due by dates.

Billing Period	Due Date	Amount	
05/04/2021	30/05/2021	07/07/2021	£2124.38
31/05/2021	27/06/2021	15/07/2021	£2124.41
28/06/2021	25/07/2021	12/08/2021	£2124.41
26/07/2021	22/08/2021	09/09/2021	£2124.41
23/08/2021	19/09/2021	07/10/2021	£2124.41
20/09/2021	17/10/2021	04/11/2021	£2124.41
18/10/2021	14/11/2021	02/12/2021	£2124.41
15/11/2021	12/12/2021	30/12/2021	£2124.41
13/12/2021	09/01/2022	27/01/2022	£2124.41
10/01/2022	06/02/2022	24/02/2022	£2124.41
07/02/2022	06/03/2022	24/03/2022	£2124.41
07/03/2022	27/03/2022	21/04/2022	£2124.41

For those who wish to pay in installments, we have broken this down for you.

If you would like to arrange to pay by Direct Debit call Adult Social Care Income Collection on 0208 379 3521 or email ASCIncomeCollection@enfield.gov.uk

Total charges outstanding on your account are £27452.98.

We have added the total charges outstanding on your account. This INCLUDES the amount billed for this year.

If you wish to pay some of your total outstanding balance balance/ get a credit refund or amend the direct debits then please call or email to discuss: 02083793521 or ascincomcollection@enfield.gov.uk

When to Pay:

This account is now due for payment and should be paid as advised on the front of this invoice.

How to Pay:

By Direct Debit

This is the easiest way to make payment if you receive regular invoices from the Council for Health & Social Adult Social Services. It will save you time and trouble and unnecessary costs. To arrange a Direct Debit please call Adults Social Care - Income & Collection on 020 8379 3521 or email ASCIncomeCollection@enfield.gov.uk.

Online

Visit www.enfield.gov.uk. Please have your invoice number available which can be found on the front of this invoice.

Internet or phone banking

Pay us directly into the London Borough of Enfield bank account using account number: 81228307 and sort code: 40-20-23 (HSBC Bank), quoting your invoice number as the reference - or to make a payment by telephone, call Customer Services on 020 8379 1000 Option 1.

By Credit/ Debit Card

We accept payment by VISA, MASTERCARD, MAESTRO and ELECTRON by calling the automated telephone payment service on 020 8379 1000 option 1.

In person at PayPoint outlets

You will need to take this invoice with you as it has a barcode which will allow your payment to be processed directly to your account.

You can pay by cash or card and you will be given a receipt. There is no charge to use this service.

Visit www.paypoint.co.uk to find your local PayPoint outlet.

Please Note:

- Not all PayPoints will accept card payments but they will all accept cash
- The maximum you can pay in one transaction at PayPoint is £300
- For any transactions over £300, it is advisable to pay using another method shown on your invoice

Payment Enquiries

By Post: Adults Social Care, Income Collection, Civic Centre, Silver Street, Enfield, EN1 3ES

By Email: Please email the Adult Social Income Collection mailbox: ASCIncomeCollection@enfield.gov.uk

By Telephone: Call the Adults Social Care Collection on 020 8379 3521

Change of Circumstances

If your income or savings change, for Adults Social Care invoices. Please write to Adult Social Care, Financial Assessment, Civic Centre, Silver Street, Enfield, EN1 3ES.

Appeals

All Social Service users subject to charges for Community Care i.e. Home Care / Day Care, have a right to challenge our decisions through an appeals system. Please write to Adult Social Care, Financial Assessments, Civic Centre, Silver Street, Enfield, EN1 3ES.

General Enquiries contact numbers

Safe and Connected Team - Charges and services call 020 8803 1524.

Adults Social Care Financial Assessments - Charges you have been assessed to pay call on 020 8379 8177.