



# Westcountry Case Management

Maximising  
Potential

## Westcountry Case Management Ltd Standard Terms and Conditions of Business (Apr 11)

**Professional:** £95.00 per hour

**Travel:** £50.00 per hour

**Mileage:** £0.55 per mile

**Case conference:** £95.00 per hour

**Court attendance:** £900.00 for 8 hours

**Urgent work:** £150.00 per hour (visit and report completed within 2 weeks of instruction)

**Admin:** £44.50 per hour

**Send/receive application forms:** £22.25 per hour

### Case Management

You will be asked to sign a Case Management Plan to confirm funds are available for case management. All case management carried out is shown on detailed timesheets and billed as metric equivalent in 5 minute blocks. All Case Management Plans are a guide only. If it becomes apparent that the costs are substantially more than predicted, the fee payer will be informed.

Costs related to the litigation process, for example attending case conference or writing statements, will be invoiced separately.

If the case manager incurs expenses this will be detailed on the invoice. Where possible travel time and mileage will be shared when visiting other clients in the area but this cannot be guaranteed. Expenses incurred e.g. rail, public transport will be charged at cost.

### Administration / Training

When assisting with recruitment and employment of support workers we charge administration time. This will include talking to applicants on the telephone, sending an application form and job description, contacting them for an interview, taking up references. If you require our office to check timesheets and forward to the payroll bureau, we will charge admin time. Administration time may also be charged for case management assistance such as research and coordinating services.

Induction training carried out by Westcountry Case Management training officer will be charged at the admin rate.

### Terminating Case Management Services

If case management services are no longer required the fee payer should provide four weeks notice in writing. Charges can be made up until the notice period is worked.

If the case manager is no longer available to work with a client then the case manager will give four week's notice and, as far as possible, an alternative case manager found.

### Payment Terms

Payment of all invoices is due within 28 days of the invoice date.

We understand and will exercise our statutory right to interest under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to agreed credit terms. This is calculated at up to 8% above Base Rate. We will also claim compensation for any debt recovery costs incurred. If we have to pursue the matter through the Courts any incurred charges will also be claimed. We also reserve the right to cease all work in the event that payment is not made in accordance with the above.

If the fee payer changes, we require notice of this in writing. If we do not receive notice we will continue to invoice the original fee payer who will be liable for the charges until written notice is received.

Cancellation of appointments less than 24 hours in advance may be charged at 1/2 the hourly rate if the case manager has not been able to fill the time with other fee paying work. Cancellation of appointments less than 12 hours in advance may be charged at the full rate if the case manager has not been able to fill the time with other fee paying work.

Cheques made payable to:  
Westcountry Case Management Ltd.

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Bishopsteignton, Teignmouth,  
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