

# Online Financial Assessment

## Step-by-Step Guide



# Online Financial Assessment: Step-by-Step Guide

Please use this step-by-step guide to assist you in completing the online financial assessment. We have made suggestions for the most common problems people have had completing a financial assessment.

The Online Financial Assessment page can be accessed at the following Web address:

[Online Financial Assessment | Gloucestershire County Council](https://www.glos.ac.uk/online-financial-assessment/)



[Home](#) / [Health and social care](#) / [Adult social care](#) / [Paying for adult social care](#) / [Financial Assessment](#)

## Online Financial Assessment

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Scroll down the page and click on the “Start your Online Financial Assessment” button.

Please sign and return the consent form to us within four weeks. We are unable to complete the financial assessment without this.

**You will need to create an account** if you are having or are about to have care and support arranged by Gloucestershire County Council. You will need to do this before you begin completing the assessment. Please click the link below 'Start your Online Financial Assessment', and then you will need to click 'Login to the OFA' at the top right of the screen and then select 'Register for new account'. If you have already created an account, please make sure you have logged in before you begin completing the assessment via the 'Login to the OFA' button at the top right of the screen (after clicking on the 'Start your Online Financial Assessment' button below).

**Don't create an account** if you just want to get an indication of what your contribution to any care and support services might be, and you do not want to submit your financial details to Gloucestershire County Council. You can click on the 'Start your Online Financial Assessment' button below to begin this.

**If you want to submit your details to us for a full financial assessment, then you will need to create an account first and upload evidence of the details you have entered.**

[Start your Online Financial Assessment](#)

You will be presented with this screen. Please ensure you read all the information carefully, particularly the details required before beginning the assessment

### Calculate your contribution

This easy-to-use, online calculator will help you find out how much you might have to pay for care and support arranged by Gloucestershire County Council.

The information you enter on the online financial assessment will not be sent to Gloucestershire County Council, unless you choose to submit at the end of the online financial assessment.

If the council provides you with adult social care services, you will need to complete a financial assessment to work out how much you need to pay towards the cost of your care. We only assess the financial situation of the person that is receiving care. Our Online Financial Assessment calculator allows you or your representative to supply your financial details online.

Paying for care can use up savings quickly so it is always a good idea to take independent financial advice before making any decisions. You can find information on independent financial advice on the [Your Circle](#) website. Look at Money Matters and Benefits and choose Paying for Care.

Additionally, for more information on paying for your care, please visit: [Adults Social Care payments and charges | Gloucestershire County Council](#)

**What will I need?**

Before you start the assessment, you will need to gather documents with the details of the following:

- 12 months of bank statements for each bank account or building society that contains your name.
- Savings, investments, or other capital.
- Details of any properties you own or part own.
- Any benefit you receive, for example, Disability Living Allowance (DLA), Personal Independence Payment (PIP), Attendance Allowance (AA), Universal Credit, or any other benefits.
- Income (earnings, your state or occupational pensions).
- Details of essential expenditure, such as council tax, water rates, rent, mortgage.
- Disability related costs (money you spend due to your condition or disability).

There will be an opportunity to upload any evidence at the end of the assessment. It is important that you upload supporting evidence.

**Completing the assessment**

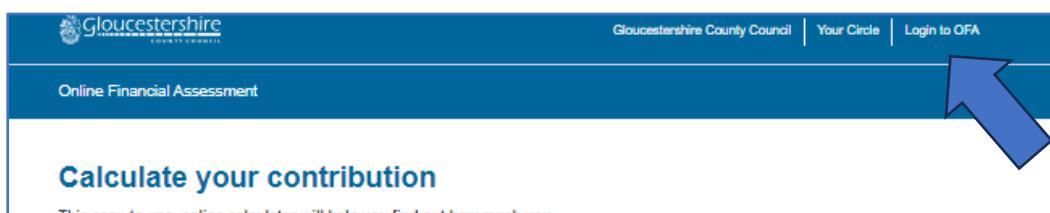
You can choose whether to complete the assessment for your information only, or you can choose to send the details to us for verification. Based on the information you have entered, the calculator will estimate the maximum you may have to pay towards the cost of your care, pending a full assessment from the Financial Assessment and Benefits team.

**Submitting the assessment**

If you would like to send your assessment to us once you have finished, you will be asked to register for an account or log in if you are already registered.

[Calculate my contribution](#)

Click on 'Login to OFA' to create an account. This will enable you to save your progress as you complete the assessment.



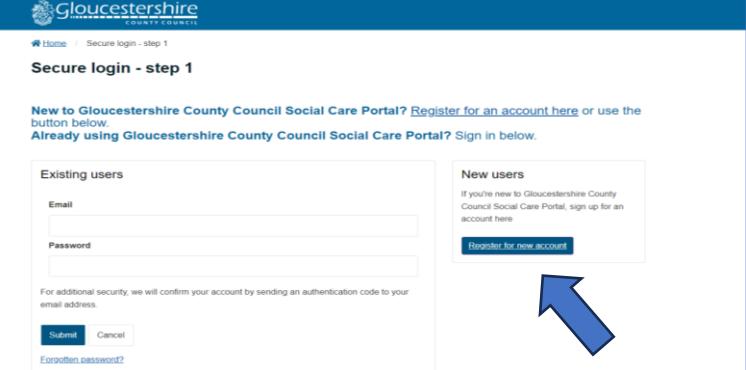
Gloucestershire County Council | Your Circle | Login to OFA

Online Financial Assessment

### Calculate your contribution

This easy-to-use, online calculator will help you find out how much you

Click on 'Register for new Account' and follow the instructions to setup a new account



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Home / Secure login - step 1

### Secure login - step 1

New to Gloucestershire County Council Social Care Portal? [Register for an account here](#) or use the button below.  
Already using Gloucestershire County Council Social Care Portal? Sign in below.

Existing users

Email

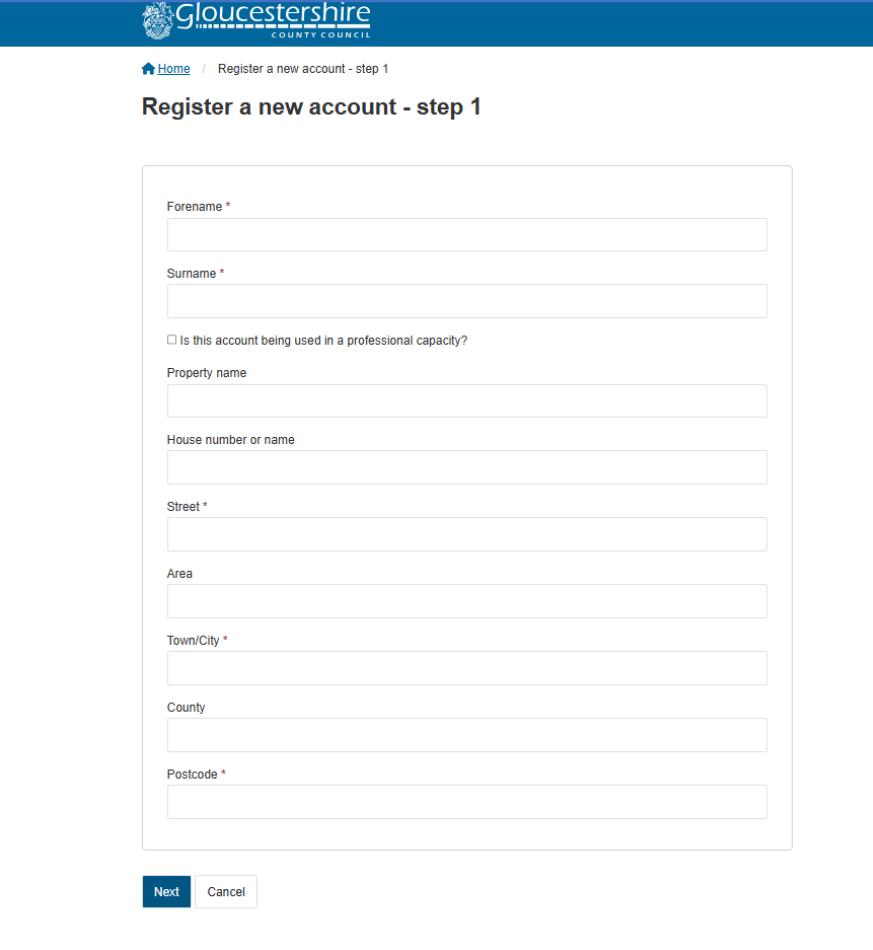
Password

For additional security, we will confirm your account by sending an authentication code to your email address.

Forgotten password?

New users

If you're new to Gloucestershire County Council Social Care Portal, sign up for an account here



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Home / Register a new account - step 1

### Register a new account - step 1

Forename \*

Surname \*

Is this account being used in a professional capacity?

Property name

House number or name

Street \*

Area

Town/City \*

County

Postcode \*

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[Home](#) Register a new account - step 1

## Register a new account - step 2

Email address \*

Password \*

Confirm password \*

[Back](#) [Next](#) [Cancel](#)

**Password policy**

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous 8 passwords.

[View the list of special characters](#)

 [Contact info](#) [Privacy](#) [Accessibility](#)  
email: [customerservices@gloucestershire.gov.uk](mailto:customerservices@gloucestershire.gov.uk)  
or request from: [!\[\]\(fa7c69182d5061f006ade4a1dc37987b\_img.jpg\)](#) [!\[\]\(8d9b1235d304261c44a48af937caa25f\_img.jpg\)](#) [!\[\]\(20adad0f8de81139d44ea74751584805\_img.jpg\)](#) [!\[\]\(249bd3d99b3a2db5f1f775eedb9e9b14\_img.jpg\)](#) [!\[\]\(e4cfdbda4ad76c51c8e24d67300995a7\_img.jpg\)](#)

You will then receive an email containing a verification code



You will need to enter this code in Step 3

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[Home](#) / Register a new account - step 1

### Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the back button below if you would like to change your email address and try again or Please send me a new code if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code \*  
**Please enter the verification code**

[Back](#) [Next](#) [Cancel](#)

[Please send me a new code](#)



[Contact Info](#) [Privacy](#)  
 email: [customerservices@gloucestershire.gov.uk](mailto:customerservices@gloucestershire.gov.uk)  
 or request from: [Facebook](#) [Twitter](#) [YouTube](#)

If your account has been **successfully registered**, you will see the following screen.

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[Home](#) / Register a new account - step 1

### Registration completed

Your registration has been completed successfully.

[Continue](#)

**Please DO NOT select Continue. If you select Continue, an error will show.**

We use cookies on the portal to ensure you have the best experience possible. By continuing to use the website, you agree to their use.  
[Adult Social Care Privacy Policy](#)

[Continue with all cookies](#)

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[Home](#) / An Unexpected Error Occurred

### An Unexpected Error Occurred

 An error occurred while carrying out this operation.

[Return to Children, Young People and Families Portal](#)

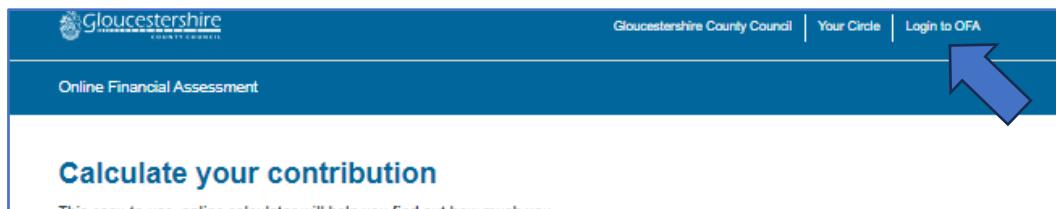
[Contact Info](#) [Privacy](#)  
 email: [customerservices@gloucestershire.gov.uk](mailto:customerservices@gloucestershire.gov.uk)

To return to the login page access the Online Assessment using the following link:

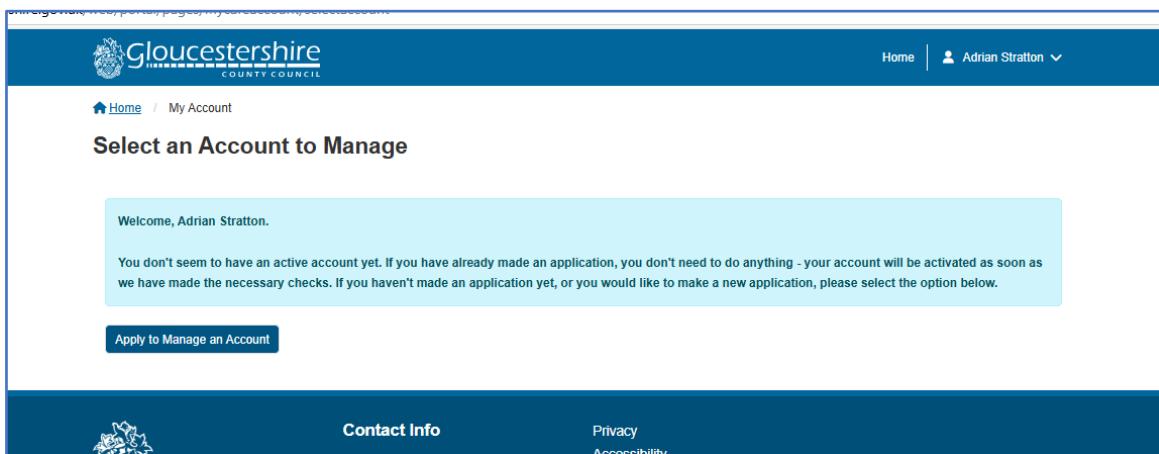
<https://gloucestershire.mycostofcare.com/OFA>



Once you have registered an account click on 'Login to OFA'. Enter your e-mail address and your password and then you will receive a code. Enter this and select Continue.



If you login and see this message



This means the system is down. Please log out and try again later.

If you forget your password, select 'Forgotten Password'. A verification code will be sent to the email address you used during registration. You can then create a new password.

Once you are logged in you will see



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[Home](#) / Privacy Notice

## Privacy Notice

Please Read the Privacy Notice

[View Privacy Notice](#)

I have read the privacy notice

[Continue](#) [Cancel](#)

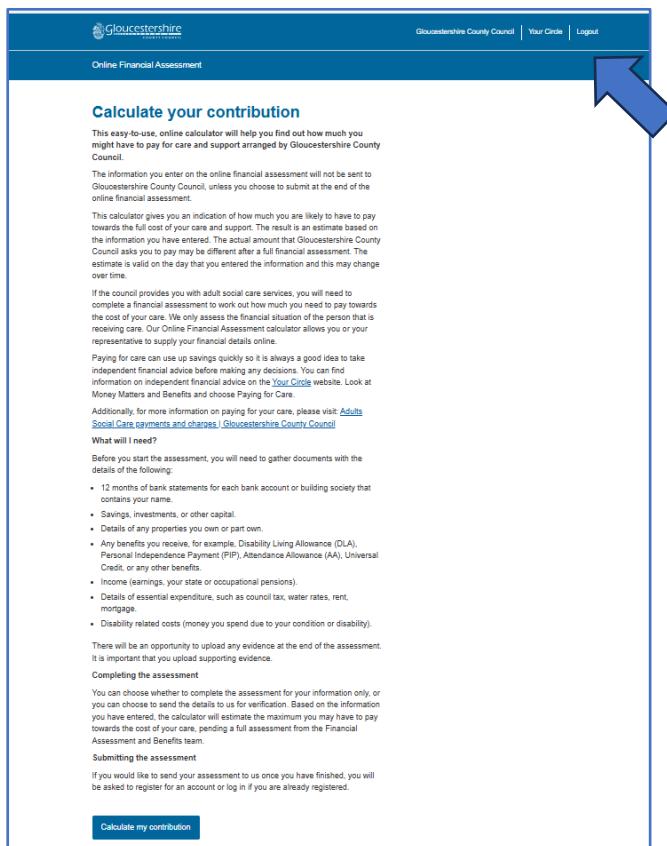
Contact Info

email: [customerservices@gloucestershire.gov.uk](mailto:customerservices@gloucestershire.gov.uk)

Privacy Access

You will then see the below screen again. In the top right corner, you should see the word 'Logout' displayed

This confirms you are logged in.



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Gloucestershire County Council | Your Circle | Logout

### Online Financial Assessment

#### Calculate your contribution

This easy-to-use, online calculator will help you find out how much you might have to pay for care and support arranged by Gloucestershire County Council.

The information you enter in the online financial assessment will not be sent to Gloucestershire County Council, unless you choose to submit at the end of the online financial assessment.

This calculator gives you an indication of how much you are likely to have to pay towards the full cost of your care and support. The result is an estimate based on the information you have entered. The actual amount that Gloucestershire County Council asks you to pay may be different after a full financial assessment. The estimate is valid on the day that you entered the information and this may change over time.

If the council provides you with adult social care services, you will need to complete the online financial assessment to find out how much you need to pay towards the cost of your care. We only assess the financial situation of the person that is receiving care. Our Online Financial Assessment calculator allows you or your representative to supply your financial details online.

Paying for care can use up savings quickly so it is always a good idea to take independent financial advice before making any decisions. You can find information on independent financial advice on the [Your Circle](#) website. Look at Money Matters and Benefits and choose Paying for Care.

Additionally, for more information on paying for your care, please visit [Adults Social Care payments and charges | Gloucestershire County Council](#)

#### What will I need?

Before you start the assessment, you will need to gather documents with the details of the following:

- 12 months of bank statements for each bank account or building society that contains your name.
- Savings, investments, or other capital.
- Details of any properties you own or part own.
- Any other financial needs, for example, Disability Living Allowance (DLA), Personal Independence Payment (PIP), Attendance Allowance (AA), Universal Credit, or any other benefit.
- Income (earnings, your state or occupational pensions).
- Details of essential expenditure, such as council tax, water rates, rent, mortgage.
- Disability related costs (money you spend due to your condition or disability).

There will be an opportunity to upload any evidence at the end of the assessment. It is important that you upload supporting evidence.

#### Completing the assessment

You can choose whether to complete the assessment for your information only, or you can choose to send the details to us for verification. Based on the information you have entered, the calculator will estimate the maximum you may have to pay towards the cost of your care, pending a full assessment from the Financial Assessment and Benefits team.

#### Submitting the assessment

If you would like to send your assessment to us once you have finished, you will be asked to register for an account or log in if you are already registered.

[Calculate my contribution](#)

Once you return to the main page, click on 'Calculate my contribution'.

Then, select the type of care you require:

1. Care in your home or respite care – select 'Non-residential contribution'
2. Permanent care in a home – select 'Residential contribution'

If you are looking for a previously created assessment, please scroll to the bottom of this page to view it.

**What type of care do you need?**

Different rules will be used to calculate your contribution, depending on the type of care.

**Non-residential services**

This covers various types of care that you might receive while living at home or in the community, including Short Break Care (Respite Care). The Non-Residential Calculator can also be used as a tool to submit your information to Gloucestershire County Council for the purposes of Short Break (Respite) assessments. If using the calculator for this purpose, then please note the calculation outcome given at the end will not represent any potential charge for Short Break (Respite); as this charge will have to be manually calculated by the financial officer once the information has been submitted. The outcome at the end will only represent any potential Non-Residential charge. The Non-Residential calculator will estimate what your weekly contribution might be if Gloucestershire County Council arranges your care and support.

**Calculate my non-residential contribution**

**Residential services**

This covers permanent residential and nursing care. It does not calculate contributions for temporary placements. The residential calculator will estimate what your weekly contribution might be if Gloucestershire County Council arranges your care and support.

**Calculate my residential contribution**

Example of Non-Residential contribution process is below:

Enter the age of the person receiving care.

[Assessment type](#)

**Your age**

What is your date of birth?  
For example: 31 3 1970  
Day      Month      Year

[Why do we need this?](#)

**Continue**

This section outlines your age-related allowance. This is an initial indication of the amount we will disregard in the charging calculation. This may change as you input further information into the calculator. A financial contribution will only be calculated if your income, after deducting relevant expenses, exceeds this allowance. The age-

related allowance is determined by the government and varies depending on your age.

Next, you will be asked about your savings and assets (excluding your primary residence):

Are your savings and assets over £23,250?

- Select 'Yes' if they are.  
→ You will be required to pay the full cost of your services. However, it is still recommended to complete the financial information, as this allows Financial Assessment and Benefits (FAB) officers to calculate when your capital may drop to the threshold limit.
- Select 'No' if your savings are below the threshold.

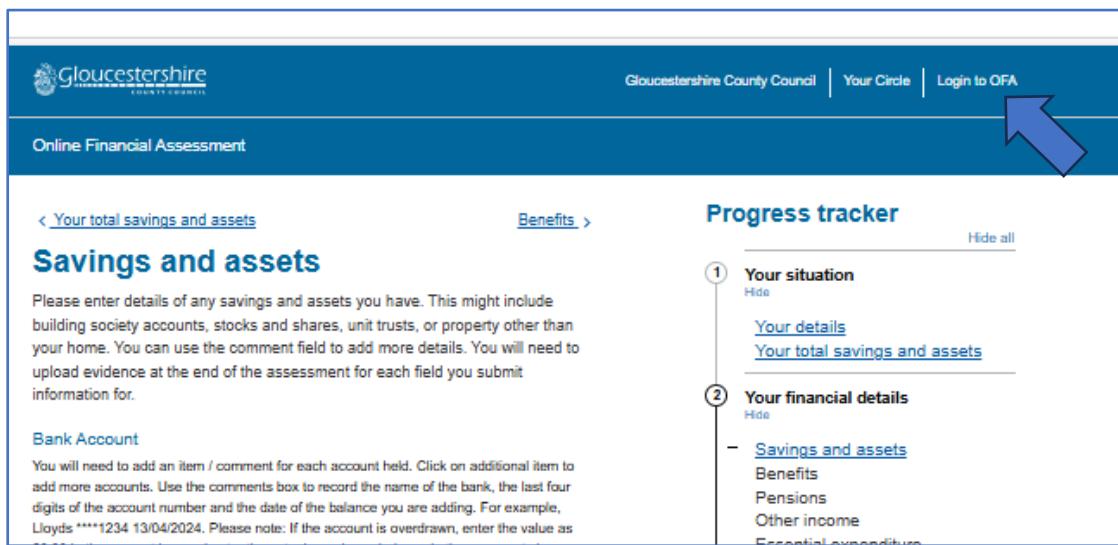
Please select 'Continue' to proceed.

 **Important:** From this point onward, remember to click the 'Save' button at the bottom of each page to ensure your progress is saved.

 **Timeout Warning:**

If you take too long to complete a section, the system may return to the initial screen or log you out automatically. In this case, you will need to log back in.

 **Tip:** Check the top right corner of the screen. If it says 'Login to OFA', it means your session has timed out.



The screenshot shows the Gloucestershire County Council Online Financial Assessment page. At the top, there is a navigation bar with the council logo, 'Gloucestershire County Council', 'Your Circle', and a 'Login to OFA' button. A blue arrow points to the 'Login to OFA' button. Below the navigation bar, the page title is 'Online Financial Assessment'. The main content area is titled 'Savings and assets'. It contains instructions for entering savings and assets, a 'Bank Account' section, and a 'Comments' section. To the right, a 'Progress tracker' sidebar is visible, showing a list of sections: 'Your situation', 'Your financial details', and a expanded section 'Savings and assets' which includes 'Benefits', 'Pensions', 'Other income', and 'Essential expenditure'. There are also 'Hide' and 'Hide all' buttons for the progress tracker.

If you are not 'logged in' the data you enter, WILL NOT be saved.

Once you log back in, you will return to the last page that was saved. You will see 'Logout' displayed in the top right corner, confirming that you are logged in.

 **Important:** A 'Save for later' button will also be visible. Be sure to click this between each section to ensure your progress is saved.

 **Please note:**  
If you are not logged in, any data you enter will not be saved.

Please complete the Savings and assets sections – please note that you can add comments to the sections.

< [Your total savings and assets](#) [Benefits >](#)

## Savings and assets

Please enter details of any savings and assets you have. This might include building society accounts, stocks and shares, unit trusts, or property other than your home. You can use the comment field to add more details. You will need to upload evidence at the end of the assessment for each field you submit information for.

**Bank Account**  
You will need to add an item / comment for each account held. Click on additional item to add more accounts. Use the comments box to record the name of the bank, the last four digits of the account number and the date of the balance you are adding. For example, Lloyds \*\*\*\*1234 13/04/2024. Please note: If the account is overdrawn, enter the value as £0.00 in the amount box and enter the actual overdrawn balance in the comments box.

Amount:  Owner:  Mine  Joint

[Comment](#) [Additional item](#)



**Building Society**  
You will need to add an item / comment for each account held. Click on additional item to add more accounts. Use the comments box to record the name of the building society, the last four digits of the account number and the date of the balance you are adding. For example, Lloyds \*\*\*\*1234 13/04/2024. Please note: If the account is overdrawn, enter the value as £0.00 in the amount box and enter the actual overdrawn balance in the comments box.

Amount:  Owner:  Mine  Joint

[Comment](#) [Additional item](#)

**ISA**  
You will need to add an item / comment for each account held. Click on additional item to add more accounts. Use the comments box to record the name of the bank or building society, the last four digits of the account number and the date of the balance you are adding. For example, Lloyds \*\*\*\*1234 13/04/2024.

Amount:

[Comment](#) [Additional item](#)

**Other Property**  
Please record the value of any other property or land you own / part own. Please do not include the property you currently live in or have lived in prior to moving into a residential care setting.

Amount:  Owner:  Mine  Joint

[Comment](#) [Additional item](#)

**Post Office Card Account**  
You will need to add an item / comment for each account held. Click on additional item to add more accounts. Use the comments box to record the last four digits of the account number and the date of the balance you are adding. For example, Post Office \*\*\*\*1234 13/04/2024.

Amount:  Owner:  Mine  Joint

[Comment](#) [Additional item](#)

**Progress tracker** [Hide all](#)

- 1 **Your situation** [Hide](#)  
[Your details](#) [Your total savings and assets](#)
- 2 **Your financial details** [Hide](#)
  - [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

Then select continue.

Select Benefits section and provide details of any relevant information.

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Gloucestershire County Council | Your Circle | Login to OFA

Online Financial Assessment

< [Savings and assets](#) [Pensions](#) >

## Benefits

Please enter details of any of the following benefit types that you receive. You will need to upload evidence at the end of the assessment for each field you submit information for.

**Do you receive any disability benefits?**

Yes  No

**Do you receive any employment benefits?**

Yes  No

**Do you receive any other benefits?**

Yes  No

Universal Credit

Yes  No

**Additional benefits**

Benefits in this section are not included when we calculate your contribution. You may find it useful to enter them anyway for completeness.

Disability Living Allowance (Mobility) - High

Yes  No

Disability Living Allowance (Mobility) - Low

Yes  No

PIP - Enhanced Rate (Mobility)

Yes  No

PIP - Standard Rate (Mobility)

Yes  No

**Progress tracker**

Hide all

- 1 Your situation  
Hide [Your details](#) [Your total savings and assets](#)
- 2 Your financial details  
Hide [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](#)

Some items have been hidden because they would not normally apply to you, based on the date of birth you have entered. If you are in receipt of a benefit which you cannot see in the list then you can show these items: [Show hidden items](#)

[Continue](#)

Select continue.

## Complete Pensions section if relevant

[Benefits](#) [Other income](#) >

### Pensions

Please enter details of any pension income you receive. This might include private pensions or the state pension. You will need to upload evidence at the end of the assessment for each field you submit information for.

**Private Pension**  
Please DO NOT enter as a Joint Figure

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**State Retirement Pension**  
Please DO NOT enter as a Joint Figure

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**War Widows Pension**  
Please DO NOT enter as a Joint Figure

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Widows Pension**  
Please DO NOT enter as a Joint Figure

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Additional pensions**

Pensions in this section are not included when we calculate your contribution. You may find it useful to enter them anyway for completeness.

**War Pension (Post April 2017)**  
Please DO NOT enter as a Joint Figure

Amount:  Owner:  Mine  Joint Frequency:

This item will not be included when we calculate your contribution.

[Comment](#) [Additional item](#)

[Continue](#)

**Progress tracker** [Hide all](#)

- Your situation** [Hide](#)  
[Your details](#) [Your total savings and assets](#)
- 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  
Client details

Select Continue for other income.

**Other income**

Please enter details of any income you receive that is not a benefit or a pension. You will need to upload evidence at the end of the assessment for each field you submit information for.

**Annuity**

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Income from Lodger**

For the assessment "Lodger" includes provision of meals

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Income from Sub Letting**

For the assessment "Sub Letting" does not include provision of meals

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Other Income**

Any other income which doesn't fit in other categories

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Pension Credit-Non Res (Guaranteed)**

This will appear as 'pension credit guaranteed' on your Department for Work and Pensions (DWP) award letter.

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Rent Income**

For example, a second property, land or garage.

Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Additional income**

Income in this section is not included when we calculate your contribution. Please enter it anyway for completeness.

**Earnings**

Amount:  Frequency:

This item will not be included when we calculate your contribution.

① [Your situation](#)

② [Your financial details](#)

③ [Your estimated contribution](#)

④ [Your personal details](#)

Select Continue

Enter Essential expenditure – please complete sections and note you will need to evidence this.

The age-related allowance (shown on the Your Details Screen) should cover everyday expenses, for more information on this, please click on the 'more information' button.

[< Other income](#) [Disability expenditure >](#)

### Essential expenditure

Some essential expenditure is taken into account and deducted from your income when we calculate your contribution. Please enter details of any of the following that apply.

You will need to upload evidence at the end of the assessment for each field you submit information for.

Please note, you will have the option to submit disability related expenditure on the next page.

**Child Minimum Income Guarantee**

If you have a child/children under 16 that you are responsible for, and a member of the same household as the child/children, please enter the amount of £101.25 in respect of each child. You will need to add an additional item for each child if you have more than one.

Amount:  Frequency:

[+ Comment](#) [+ Additional item](#)

**Council Tax**

Please input the total yearly figure, this is usually shown on your bill as the total amount for the period. Please select 'Yearly' from the frequency list. If joint, then enter the "owner" as joint but DO NOT divide the total figure in two.

Amount:  Owner:  Mine  Joint Frequency:

[+ Comment](#) [+ Additional item](#)

**Home Insurance**

Please enter the full amount of the policy and select either joint or sole (mine). If joint DO NOT divide the total figure in two.

Amount:  Owner:  Mine  Joint Frequency:

[+ Comment](#) [+ Additional item](#)

**Progress tracker** [Hide all](#)

- 1 **Your situation** [Hide](#)  
[Your details](#)  
[Your total savings and assets](#)
- 2 **Your financial details** [Hide](#)  
[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](#)

### Other Essential Expenditure.

Please add a description of the what the item is in the Comments box. Add an Additional item for each expense. If you input any items that would be covered by the age-related allowance, this will give you an inaccurate result and this will be corrected by a financial assessment officer following a full review of your submission. For more information please click on the 'more information' icon below.

Amount:  Frequency:

[More Information](#)

[+ Comment](#) [+ Additional item](#)

The Department of Health tells us how much of your income should be protected within the financial assessment. The age-related amount makes sure you're able to pay for essential household expenses such as food, utilities, insurance, telephone, TV, internet, subscriptions to streaming services and day-to-day items such as toiletries.

Select Continue

Please complete the 'Disability Expenditure' section.  
 Be aware that you will need to provide supporting evidence for any claims made.  
 Each item includes guidance—please read the descriptions carefully to understand what can be claimed.

[Essential expenditure](#) [Summary](#) [Hide all](#)

### Disability expenditure

Some disability-related expenditure is taken into account and deducted from your income when we calculate your contribution. Please enter details of any of the following that apply.

You will need to upload evidence at the end of the assessment for each field you submit information for.

**Chirodody.**  
 Amount:  Frequency:

[Comment](#) [Additional item](#)

**Cleaner.**  
 Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Deputyship Fees**  
 Amount:  Frequency:

[Comment](#) [Additional item](#)

**Equipment Purchase - Other.**  
 You will need to calculate the weekly cost of the item(s) you have purchased, spread out over a period of 10 years. To do this take the total cost of the item(s) and divide by 500. Enter the weekly value calculated and frequency as weekly, e.g. Cost of item £2,000 / 500 = £4 per week. If you have anything you wish us to consider please add this in the comments.

Amount:  Frequency:

[Comment](#) [Additional item](#)

**Garden.**  
 Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Laundry.**  
 Amount:  Frequency:

[Comment](#) [Additional item](#)

**Lifelink Alarm.**  
 Amount:  Owner:  Mine  Joint Frequency:

[Comment](#) [Additional item](#)

**Linen.**  
 Please enter as "Yearly". Calculate the cost of your special Linen for a year. You will then need to deduct £161.20. Once you have done this please enter the amount and frequency as yearly, i.e. Total Spend per year £250 Minus £161.20 = £88.80 per year to enter

Amount:  Frequency:

[Comment](#) [Additional item](#)

**Medical Aids.**  
 You will need to calculate the weekly cost of the item(s) you have purchased, spread out over a period of 10 years. To do this take the total cost of the item(s) and divide by 500. Enter the weekly value calculated and frequency as weekly, e.g. Cost of item £2,000 / 500 = £4 per week. If you have anything you wish us to consider please add this in the comments.

**1 Your situation** [Hide](#)

[Your details](#) [Your total savings and assets](#)

**2 Your financial details** [Hide](#)

[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](#)

Press continue.

You should now see the summary screen displaying the results of your financial assessment. These results are provisional and will not be considered final until they have been reviewed and verified by a member of the financial team.

Online Financial Assessment

< Disability expenditure

**Your result**

We calculate your maximum contribution will be:

**£0.00**

[How did we calculate this?](#)

**Calculation Summary** [View Detailed breakdown](#)

Weekly income	Weekly expenditure
Savings and assets income	£0.00
Benefits	£0.00
Pensions	£0.00
Other income	£0.00
<b>Total income</b>	<b>£0.00</b>
Essential expenditure	£0.00
Disability expenditure	£23.00
<b>Total expenditure</b>	<b>£23.00</b>
Income less expenditure	Total income - total expenditure
Age-related allowance	£228.70
Weekly contribution	Income - expenditure - age-related allowance
	<b>£0.00</b>

**What next?**

If you wish to submit your online financial assessment, please scroll to the bottom of the page and click continue.

If you have used the online financial assessment calculator to give you an estimate and do not wish to submit at this time, please note the following:

- To find out if you are eligible for means tested support from the council, you will need to have a care needs assessment and a financial assessment.  
- There are details of how to contact the council on [Your Care](#).  
- You have the right to refuse a financial assessment.  
- If you do not want a financial assessment, or if you know you will not qualify for financial help, you will have to pay the full amount.  
- Paying for care can use up savings quickly so it is always a good idea to take independent financial advice before making any decisions.  
- You can find information on inheritance issues on the [Your Care](#) website. Look at Money Matters and Benefits and choose Paying for Care.

**Yes** **Print** **Download**

Please read the Declaration (and if you agree) click **Yes**. If you select 'No', you will not be able to submit your financial assessment.

If you do not see the 'Yes' button at the end of the page, it indicates that your session has timed out.

Please log back in to continue.

**The Assessment is Not Submitted at this stage**

Please read the statement for 'How we collect and use your data'. If you do not agree to the policy, click 'No' but you will not be able to submit the assessment to Gloucestershire County council.

If you agree, select 'Yes' and click on continue

Gloucestershire County Council

Online Financial Assessment

[Disability expenditure](#)

## 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, email 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 2016 (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?

Yes  No

[More information](#)

We only gather and use the minimum amount of personal information that is needed to make a financial assessment. We cannot complete a financial assessment without using your information in this way, so you can only proceed if you consent to us using your information. For more information about how the council uses your personal information please visit the council's privacy notices on our website:  
<https://www.goucestershire.gov.uk/council-and-democracy/data-protection/service-specific-privacy-notices/>

**Continue**

You will need to provide the details of the individual requiring the OFA, along with any supporting evidence relevant to the assessment.

 Gloucestershire County Council | Your Circle | Logout

Online Financial Assessment

< Summary [Submit your calculation >](#)

### Help us confirm your details

It will speed up the submission process if you give us the National Insurance number of the person whose financial information has been entered so that we can confirm the benefits received.

It is important that you upload supporting evidence. If you don't supply supporting evidence, we may determine that you are willing to pay for the full cost of your care and support.

You will need to upload documents in line with the information you submitted within the online financial assessment, which may include:

- 12 months of bank statements for each bank account or building society that contains your name.
- Savings, investments, or other capital.
- Details of any properties you own or part own.
- Any benefits you receive, for example, Disability Living Allowance (DLA), Personal Independence Payment (PIP), Attendance Allowance (AA), Universal Credit, or any other benefits.
- Income (earnings, your state or occupational pensions).
- Details of essential expenditure, such as council tax, water rates, rent, mortgage.
- Disability related costs (money you spend due to your condition or disability).

You can also add documents as evidence.

What is the National Insurance number?

For example QQ 12 34 56 C

[i Why do we need this?](#)

What is the National Health Service number?

For example 123-123-1234

[i Why do we need this?](#)

Add documents or photos

You can add scanned photos or documents as evidence of the details you have entered.

The maximum file size is 15MB  
[Choose a file](#) or drag it here.

[Continue](#) [Save for later](#)

**Progress tracker**

- 1 Your situation [Hide](#)  
[Your details](#) [Your total savings and assets](#)
- 2 Your financial details [Hide](#)  
[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](#)

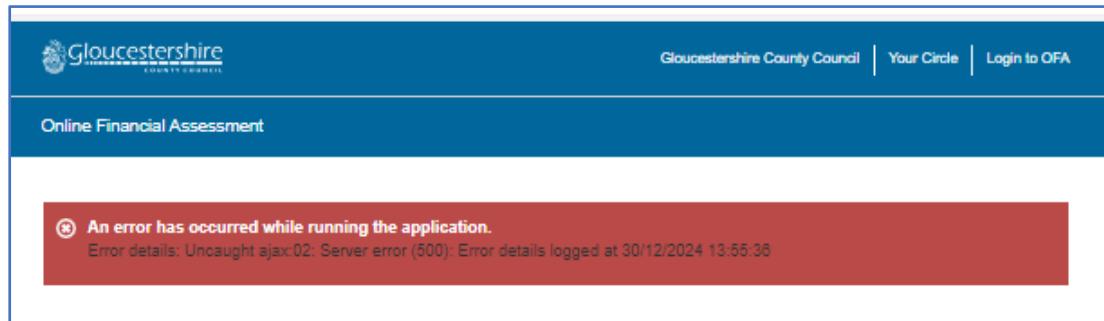
You can now upload your supporting evidence, such as bank statements.

You may upload up to 20 files, with a maximum size of 15MB per file.

 If you experience issues uploading files or have additional documents to submit, you can email them as attachments to [OFA@Gloucestershire.gov.uk](mailto:OFA@Gloucestershire.gov.uk).

Please include identifying details in your email so we can match the documents to your online submission.

Please note: If you take too long to complete a section, you may be logged out automatically or see a timeout message

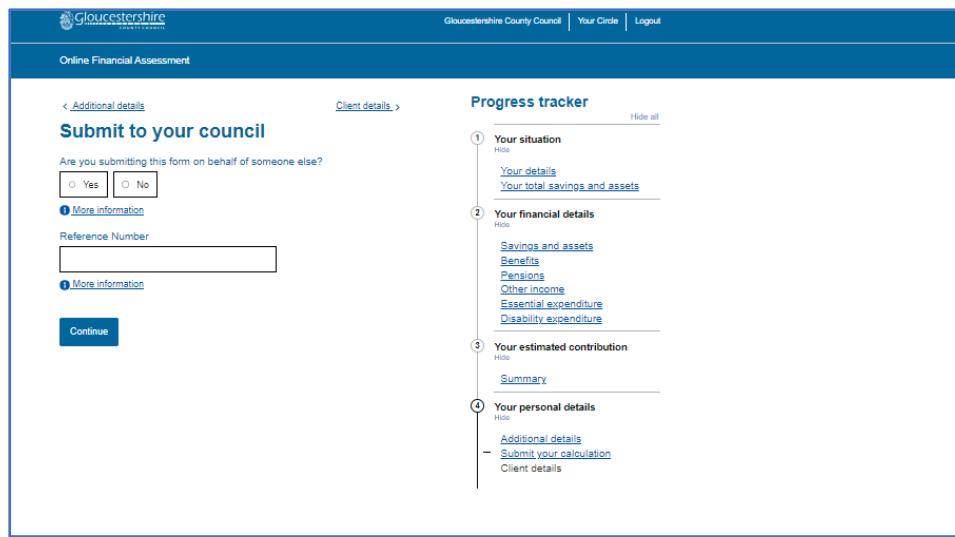


The screenshot shows the Gloucestershire County Council Online Financial Assessment website. At the top, there is a navigation bar with the council logo, 'Gloucestershire County Council', 'Your Circle', and 'Login to OFA'. Below the navigation bar, the page title 'Online Financial Assessment' is displayed. A red error message box is present, containing the text: 'An error has occurred while running the application.' and 'Error details: Uncaught ajax:02: Server error (500): Error details logged at 30/12/2024 13:55:36'.

Use the 'Save' button at the end of each page to avoid losing your progress.

If you are logged out and have not saved your assessment, you will need to re-enter and resubmit the information.

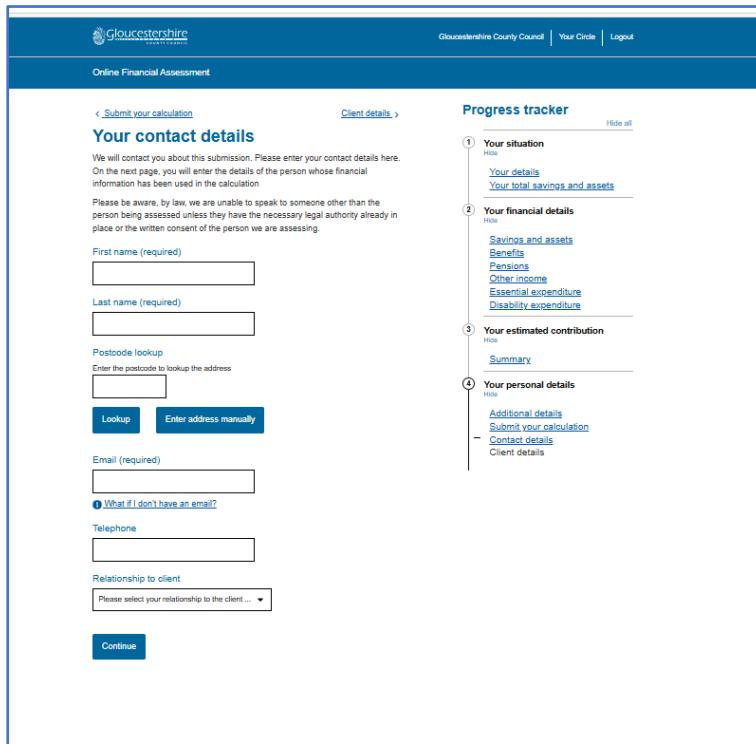
If all information has been entered correctly, you will then see the confirmation screen



The screenshot shows the Gloucestershire County Council Online Financial Assessment application. The left side of the screen displays the 'Submit to your council' section, which includes fields for 'Additional details' (radio buttons for 'Yes' and 'No'), 'More information', 'Reference Number' (input field), and a 'Continue' button. The right side of the screen shows a 'Progress tracker' with a numbered list of steps: 1. Your situation (with 'Your details' and 'Your total savings and assets' links), 2. Your financial details (with 'Savings and assets', 'Benefits', 'Pensions', 'Other income', 'Essential expenditure', and 'Disability expenditure' links), 3. Your estimated contribution (with 'Summary' link), and 4. Your personal details (with 'Additional details', 'Submit your calculation', and 'Client details' links). The 'Continue' button is also visible on the right side of the main content area.

Select Continue

If the person completing the form is not the same as the person receiving care, please complete the 'your contact details' page, then please press 'Continue'



Gloucestershire County Council | Your Circle | Logout

Online Financial Assessment

< Submit your calculation Client details >

**Your contact details**

We will contact you about this submission. Please enter your contact details here. On the next page, you will enter the details of the person whose financial information has been used in the calculation.

Please be aware, by law, we are unable to speak to someone other than the person being assessed unless they have the necessary legal authority already in place or the written consent of the person we are assessing.

First name (required)

Last name (required)

Postcode lookup

Enter the postcode to lookup the address

Lookup Enter address manually

Email (required)

What if I don't have an email?

Telephone

Relationship to client

Please select your relationship to the client ...

Continue

**Progress tracker**

1 Your situation

2 Your financial details

3 Your estimated contribution

4 Your personal details

Hide all

Your details

Your total savings and assets

Savings and assets

Benefits

Pensions

Other income

Essential expenditure

Disability expenditure

Summary

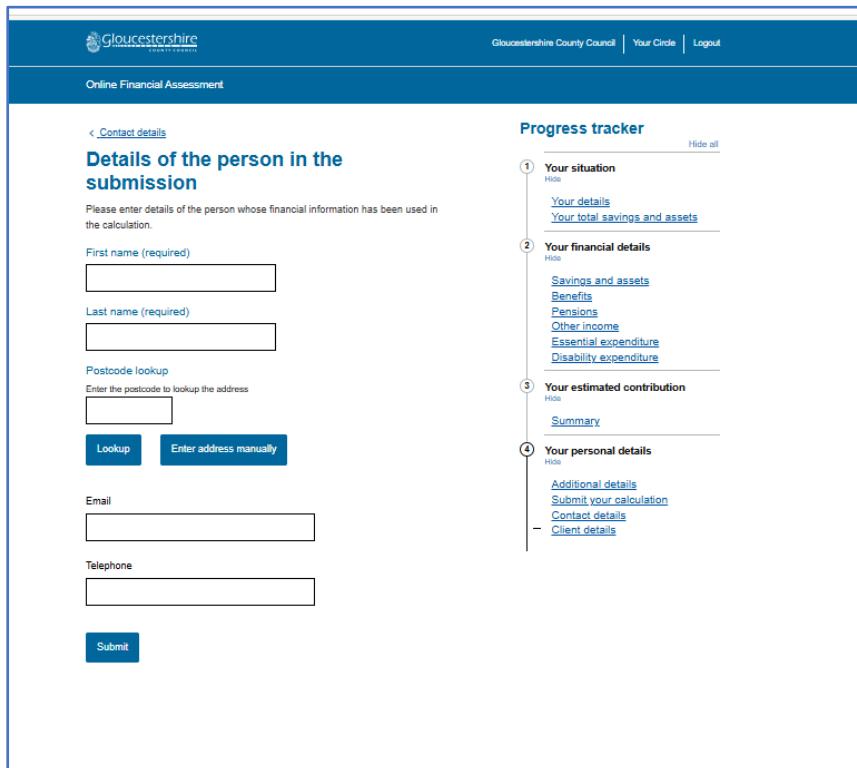
Additional details

Submit your calculation

Contact details

Client details

Enter the details of the person receiving the care.



Gloucestershire County Council | Your Circle | Logout

Online Financial Assessment

< Contact details

**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 Enter address manually

Email

Telephone

Submit

**Progress tracker**

1 Your situation

2 Your financial details

3 Your estimated contribution

4 Your personal details

Hide all

Your details

Your total savings and assets

Savings and assets

Benefits

Pensions

Other income

Essential expenditure

Disability expenditure

Summary

Additional details

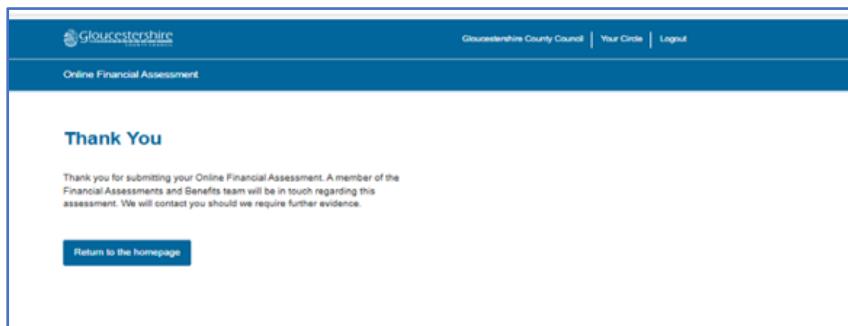
Submit your calculation

Contact details

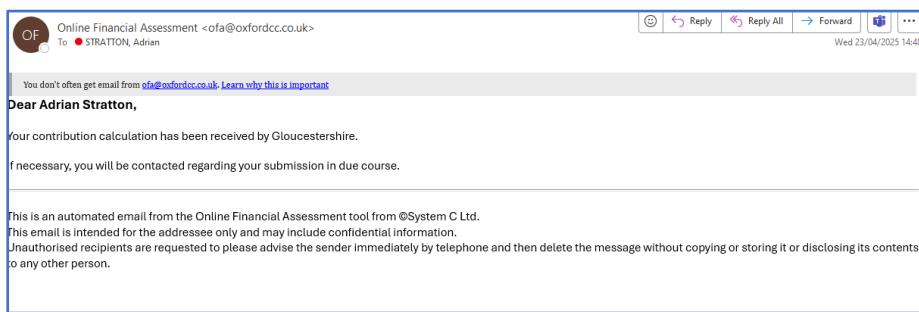
Client details

Press 'Submit' to complete the form and send to Gloucestershire County Council

The 'Thank You' screen will be shown once the form is submitted. If you do not see the Thank You screen then the form has not been submitted.



A confirmation email will be sent to you upon successful submission of the form



## Common Problems and Troubleshooting Tips

1. Account Not Opened Correctly  
Ensure all required fields are completed accurately when opening an account.
2. Account Activation Delay  
Please note that account activation may take some time. If it doesn't activate immediately, allow a short period before trying again.
3. System Downtime  
If you are unable to log in, the system may be temporarily down. Please wait and try again later.
4. Failure to Log In After Account Creation  
After creating an account, some users forget to log in again. Make sure to log in to continue.
5. Session Timeout or Errors  
If you experience a timeout or error, you must log back in. Check the top right corner of the screen — it should say “LOGOUT” to confirm you are signed in.
6. Not Using ‘Save for Later’  
If you do not use the “Save for Later” option after each section, your data may be lost due to timeouts or errors. Always save your progress regularly.
7. Incomplete Submission After Calculation  
Reaching the calculation stage and downloading or printing the results does not mean the assessment is complete. You must click “Continue” or “Yes” to submit.
8. Issues Uploading Evidence  
Uploads may fail due to timeouts or large file sizes. If you encounter issues, email the evidence to [OFA@Gloucestershire.gov.uk](mailto:OFA@Gloucestershire.gov.uk). Be sure to complete the remaining sections of the form afterward.