



Hourly support rates

Nottingham City CSE Framework

Updated: May 2026

aebal is predominantly accessed by individuals who have received a Care and Support Assessment from adult social care and have been deemed eligible for a Personal Budget. A Personal Budget can be in the form of a “Managed Account” or “Direct Payment”.

Since July 2022, aebal has been a Commissioned Service with Nottingham City Council under their CSE (Care, Support and Enablement) Framework.

For Nottingham City Council citizens this means, once you have been assessed by your social care team and allocated a certain number of hours with aebal, local authority will manage your Personal Budget account and pay us directly for the support you receive.

Fairer Charging

Depending on your financial circumstances, your social worker may decide you need to contribute towards your care and support after a Fairer Charging assessment. We recommend you speak to your social care team if you are unclear about the Fairer Charging process.

As of 5th April 2026 and in line with the CSE Framework standard hourly rate, aebal’s hourly rate is:

£25.44/hr
(including VAT)

aebal’s VAT status

Please note, the above hourly support rate is subject to 20% Value Added Tax.

The income aebal receives, exclusive of VAT, is £21.20/hr

Due to aebal not providing any CQC (Care Quality Commission) regulated activities, such as personal care or administering medication, they are unable to become CQC regulated. All social support providers that are not CQC regulated, not a charity and exceed the annual taxable turnover threshold, are required by law to be VAT registered. Therefore, aebal became VAT compliant in 2022 and as of May 2026, £4.24/hr of every hour delivered is paid to HMRC VAT.



What the hourly support rate includes

- **Support time** | At £21.20 per hour, aebal offers excellent value by delivering person-centred support backed by over 14 years of experience working with individuals with diverse needs. This hourly rate covers the support time that aebal members receive during their community-based sessions. However, it does not include the costs associated to participate in the various sports and leisure activities or eating out during these sessions.
- **Car transport, fuel and parking costs** | All our CSCs (Community Support Coordinators) are drivers and car transport to and from our various activity venues is included within our hourly rate. We consider transporting members as an integral part of the support we provide and not a separate expense. All fuel costs and also parking costs are covered by aebal and members are not expected to contribute.
- **Saturday road trips, weekend support and bank holiday support** | In contrast to traditional day services, aebal provide support during evenings and on Saturdays, arranging weekly road trips outside of Nottinghamshire. We are open on almost all bank holidays throughout the year, with the exception of Christmas, when the service closes for around one week. Notably, our standard hourly rate remains the same, regardless of when the support is provided.
- **Small group support with a one-to-one element** | aebal specialises in small group support but also with one-to-one support incorporated when needed. All our sessions, whether it involves two staff supporting three members or a small group of six members being supported by three staff, are charged at the standard hourly rate.
- **Care home level compliancy** | aebal is a commissioned service with Nottingham City Council and NHS England and part of their CSE (Care, Support and Enablement) framework, which also includes large care agencies and care homes. We are contractually obligated to ensure that our policies and procedures, safeguarding protocols, staff training matrix, support plans, and risk assessments comply with or surpass the standards established for care homes. We are a small service but extremely diligent in our approach to compliancy and adhering to the Care Act.
- **Extensive staff training and supervision** | We are committed to ensuring that all our staff have professional skills and training needed to deliver outstanding support. Our directors take a hands-on approach, providing supervision and guidance during sessions while empowering our staff to pursue new courses and qualifications that boost their confidence and experience.
Our staff receive comprehensive training when they join aebal. Along with The Care Certificate, our mandatory training includes more than 25 comprehensive courses covering a range of subjects. This includes, but is not limited to; Safeguarding, The Mental Capacity Act, Positive Behaviour Support, Autism Level 3, Breakaway, Learning Disability, Mental Health and ADHD training, Person Centred Care and a number of others. We are also excited to encourage our staff to undertake advanced and specialists training courses. Recent examples of this include Safeguarding Level 4, Autism - Women and Girls and Makaton Sign Language.



- Session logistics and text correspondence** | To guarantee the smooth running of our 4-week activity rota and ensure that all members are fully informed about when, where, and who will be supporting them for their weekly sessions, we invest considerable time and effort in planning and logistics!
Our standard hourly support rate encompasses this planning time, and every member (and their family/carers) receives a comprehensive text from aebal each Wednesday detailing their weekly sessions. Furthermore, we provide separate texts for Saturday Road Trips to members who are participating that week.
- Public liability and employer liability insurance** | aebal is comprehensively insured and legally covered for any public, client or employee-based claims.
- Room hire and activity equipment** | Some of our session activities required specialist equipment or room hire, such as our Thursday evening cooking session or our Tuesday afternoon Animation project session. aebal will always cover the cost of room hire or provide the necessary equipment such as laptops and art supplies and members are not expected to contribute.
- Saturday road trip entry cost subsidy** | aebal members typically cover the full cost of their weekday activities, like tenpin bowling, snooker, karaoke, swimming, and badminton. However, to make our Saturday Road Trips even more accessible, we will often chip in and subsidise the costs. For example, while some wildlife parks and zoos might charge over £20 for entry, members will be asked to contribute approximately £15.



Support with Personality

