

# Welcome, We will be starting shortly.

## Zoom How-To Guide

- Please mute yourself when you are not talking
- Raise your hand if you want to say something (or use the chat)



 **Sharing Information about charging for  
Adult Social Care in West Sussex**

Webinar - 11 November 2021

## Agenda

### PART 1 - 4.30 - 5.30pm

- Welcome and thank you for joining today
- Introduction of panel members
- Sharing the customer journey, financial assessment process and the Council's improvement plan
- Information on the National Inquiry being undertaken by the Equalities and Human Rights Commission
- Benefits and support from Citizens Advice
- Q&As and next steps

### PART 2 - 5.30 - 6.00pm

- Space to share experiences and what support you need.
- 

# Financial Assessment Customer Journey

<b>First Contact With WSCC</b>  Contact Details <a href="mailto:socialcare@westsussex.gov.uk">socialcare@westsussex.gov.uk</a> Tel: 01243 642121	<b>Care Assessment &amp; Support Plan</b>  Contact Details	<b>Financial Assessment Appointment Booking</b>  Contact Details <a href="mailto:fswbasupportteam@westsussex.gov.uk">fswbasupportteam@westsussex.gov.uk</a> Tel: 01243 642117	<b>Financial Assessment</b>  Contact Details <a href="mailto:financialreassessments@westsussex.gov.uk">financialreassessments@westsussex.gov.uk</a> Tel: 0330 222 5220	<b>Charge Setup &amp; collection</b>  Contact Details <a href="mailto:fsonresidential@westsussex.gov.uk">fsonresidential@westsussex.gov.uk</a> Tel: 0330 222 8880 <a href="mailto:fsdirectpayments@westsussex.gov.uk">fsdirectpayments@westsussex.gov.uk</a> Tel: 0330 222 8884	<b>Ongoing Collection</b>  Contact Details <a href="mailto:Debt.recovery@westsussex.gov.uk">Debt.recovery@westsussex.gov.uk</a> Tel: 0330 222 5004
<p>Initial customer contact via WSCC website (online enquiry form), email, phone, or post.</p> <p>Website includes additional contact advice for emergencies and info. for people with hearing or sight impairment. Financial assessment web page includes link to financial self-assessment.</p> <p>Referred to relevant social care team for assessment.</p>	<p>Customer contacted by team via email or phone. Contact details provided to the customer.</p> <p>Explanation of process and information provided, noting all leaflets and access to care guide available on website. Appointment(s) agreed.</p> <p>Needs assessment and care and support plan completed and issued.</p> <p>Referred for financial assessment.</p>	<ul style="list-style-type: none"> <li>Initial customer contact via phone</li> <li>Explanation of process provided</li> <li>Share list of documents that might be requested</li> <li>Appointment booked with Financial Assessment Officer</li> </ul>	<ul style="list-style-type: none"> <li>Financial assessment undertaken via-                             <ul style="list-style-type: none"> <li>Home visit, or</li> <li>Telephone, or</li> <li>Posted form</li> </ul> </li> <li>Financial contribution notified to customer in writing by e mail or post</li> </ul>	<ul style="list-style-type: none"> <li>Assessed contribution set up for collection</li> <li>Customer or financial representative advised of invoicing schedule or amount to pay into Direct Payment account</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing collection of contribution via regular invoice or via Direct Payment</li> <li>Invoice adjustments where required</li> <li>Invoice reminders where required</li> <li>Debt management where required</li> </ul>

# Citizens Advice in West Sussex (North South East)

Patti Brayne

Client Services Team Leader

Lisa Palmer

Welfare Benefits Adviser

Nov 2021

# Financial Support

## 1) Maximise your income

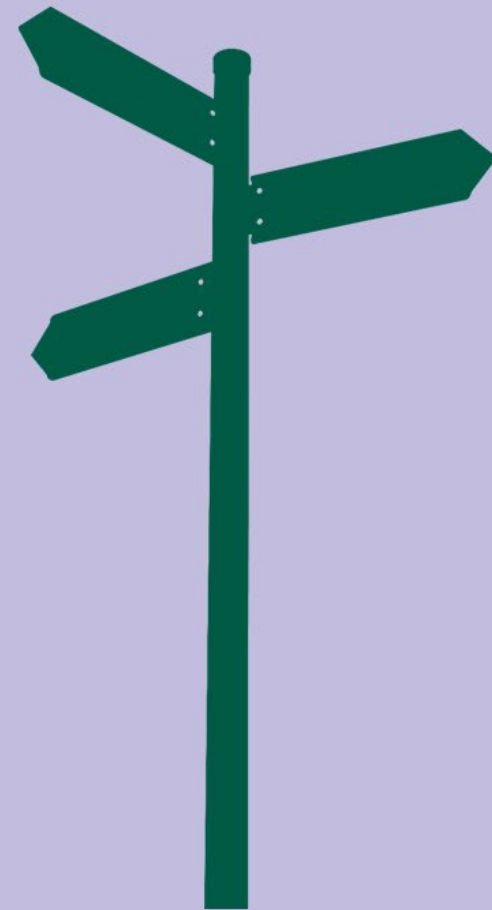
Benefits – may be entitled to depending on your or their circumstances

## 2) Check the assessment

Is the care costs assessment correct?

## 3) Check your outgoings

Budget checker and debt advice



# Increasing your income

## Means Tested Benefits

### Examples

- Universal Credit
- Income based Employment Support Allowance
- Income based Jobseekers Allowance
- Pension Credit
- Housing Benefit and Tax Credits
- Council Tax Reduction
- Carer's Allowance
- Discretionary Housing Payments
- NHS Low Income Scheme

Means tested benefits take into account any other income which is coming into the household such as wages and high savings

# Non Means Tested Benefits

## Examples

- Personal Independence payments
- Disability Living Allowance (under 16)
- Attendance Allowance (over 65)
- New Style Job seekers allowance
- New Style Employment and support allowance
- Carers Allowance

Freedom passes, blue badges, road tax exemption

Non means tested are not awarded on your income but can increase means tested benefits

Some depend on your National Insurance payments and other contribution benefits you receive



# Checking financial assessments

- Check the assessment – is the information correct or is anything wrong or missing
- Do you agree with the disability related living costs
- Do you want to challenge the decision

Lots of resources online including template letters, assessors

<https://www.mencap.org.uk/advice-and-support/social-care/paying-support>

- Citizens Advice can give information, advice and signpost to other organisations. In limited cases we may be able to help write letters challenging financial assessments but cannot undertake casework.

# Debt Advice and energy support

- If the financial assessment for care means there are debt issues, there is help from Citizens Advice and other free independent services such as StepChange and the National Debt Helpline .
- If energy bills are unaffordable, Citizens Advice can offer energy appointment to look at getting a better deal and any grants that may be applicable depending on circumstances.
- Fuel voucher top ups for people in need, meet the eligibility criteria and need help to pay the Energy bill or top up their meter.

# What Help can Citizens Advice give

- Information from our public site [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Information on how to do a benefit check  
<https://www.advicewestsussex.org.uk/i-need-help/benefits/>
- Help to do a benefit check with a client over the phone or face to face
- Advisers can explain the criteria for each benefit and how to claim it
- Advisers can help with some form filling if it is needed
- If a benefit is not awarded, explain the options criteria
- Advice on preparing a benefits challenge called mandatory reconsideration so client can ask for the decision not to award benefit is looked at again and appeals process
- Budgeting help, energy costs checks and help with debt tools and referrals to debt specialists

# Thank you



**citizens  
advice**

**in West Sussex**  
North South East

[www.advicewestsussex.org.uk](http://www.advicewestsussex.org.uk)

Citizens Advice in West Sussex (North, South,  
East)

Registered charity number 1116660

# Question Time

