

Annex 1 - Non Residential Financial Re assessments 2020/21 FAQ's

FREQUENTLY ASKED QUESTIONS

Q1. I have received a letter from the Executive Director of Adults' and Health – what is this letter about?

A1. We have not yet completed the annual reassessment of your financial contribution towards your social care for 2020/2021. The letter is an explanation and as the financial re assessment is much later than usual the new charge will only be applied from 24/1/2021.

Q2. Why was this letter sent directly to the customer, I am their representative and I deal with their finances?

Q2. The letter was sent to the current address held on file. If the record needs updating, we are happy to do so

Q3. Can you send me a copy of the letter?

A3. Yes. This can be emailed or posted to the customer. Any duplicate letter request details should be sent to FSWBASupportTeam@westsussex.gov.uk

Q4. When will I be contacted about my non-residential 2020/2021 financial re assessment?

A4. We expect to have all the reassessments done in the next 4-6 weeks so we should be in touch before the end of March 2021. We will write to you to explain how we have calculated your financial reassessment and what we expect you to pay.

Q5. What happens if I don't agree with the charge?

A5. We calculate the financial assessment and subsequent charge in accordance with the Care Act and the council's charging policy. If you feel we have not done this properly then you can make a complaint by contacting the Customer Relations Team:

- Customer Relations Team County Hall, Chichester West Sussex, PO19 1RQ
- Phone: 01243 777100 (ask for the Customer Relations Team)
- Typetalk: 18001 01243 777100
- Email: feedback@westsussex.gov.uk
- Website: www.westsussex.gov.uk/complaints

Q6. What happens if I cannot afford the charge?

A6. Calls to come through CP1 and then CP1 pass across to an allocated social worker and then the duty teams if there is no allocated social worker.

Your local Citizens Advice may be able to assist with budgeting or if you have access to the internet then the Money Advice Service has some helpful information:

<https://www.moneyadviceservice.org.uk/en/categories/budgeting-and-managing-money>