



Scrutiny Review of Social Care and Financial Assessment Processes

Report by the Review Board:

Councillor Colin Belsey (Chairman)

Councillor Beryl Healy

March 2010

Adult Social Care Scrutiny Committee – 4th March 2010

Cabinet – 27th April 2010

Full Council – 18th May 2010

The report of the Scrutiny Review of Social Care and Financial Assessment Processes

- Recommendations 3**
- Community Care Services 4**
- Objectives and scope of the review 4**
- Background 5**
 - Complaints 5**
 - Changes to the assessment process under Putting People First 5**
- The assessment process..... 6**
- Findings and conclusions 9**
 - Developing good practice..... 9**
 - Assessments processes and interface between teams..... 10**
 - Developing Putting People First 13**
- Appendix 1 14**
 - Review Board membership and support..... 14**
 - Review Board meeting dates..... 14**
 - Evidence papers 14**
 - Witnesses providing evidence 14**

Recommendations

Recommendations	
1	That Adult Social Care investigates the feasibility of expanding the provision of financial support to more vulnerable service users, who do not have family or friends to support dealing with their finances when they lose capacity, so that a greater number can receive help to manage their finances in the remit of Appointeeship or Deputyship.
2	<p>That Adult Social Care monitors the development of the following service improvements to ensure that they are successful in addressing the particular issues raised by the Review Board:</p> <p>a) A 'buddy system' within the financial assessment team so that staff are able to manage cases on behalf of colleagues when they are on leave or off sick.</p> <p>b) Electronic 'triggers' within the Carefirst database to provide an earlier alert to the Financial Assessment Team that a financial assessment is required.</p> <p>c) Final assessments for service users leaving the Living at Home programme to be carried out by that team to speed up their discharge from the programme.</p> <p>d) Financial questions within the social care assessment so that officers can provide a more accurate indication to service users as to what their level of personal contribution is likely to be.</p> <p>e) A new process to manage appeals against the outcome of financial assessments so that there is consistency in the way these complaints are handled.</p> <p>f) Use of two types of assessments during the social care assessment process. With initial assessment being used for the provision of low level services so that the process for providing these can be speeded up.</p> <p>g) A more user-friendly style of letters sent to service users who make a personal contribution towards the cost of their service to reduce the number of complaints in this area.</p> <p>h) A computer based prompt system used to alert social workers in hospitals as to who needs a care package put in place before they are discharged.</p>
3	<p>That Adult Social Care:</p> <p>a) provides advice and guidance to service users so that they are able to make informed decisions on who they employ to support them;</p> <p>b) develops a robust mechanism for carrying out service user reviews. This will identify whether service users are accessing the right level of support to meet their needs and, where necessary, flag up any risks which can be quickly addressed; and</p> <p>c) closely monitors the number and complexity of financial abuse cases handled by the Financial Assessment Team. This will ensure that the Team has sufficient resources to manage any additional workload and minimise delays in carrying out assessments.</p>

Community Care Services

1. East Sussex Adult Social Care (ASC) has a legal duty under the NHS and Community Care Act 1990 to assess those adults it thinks may need community care services, using the eligibility criteria known as FACS (fair access to care services).
2. Section 47(1) of the Act states that local authorities must:
 - Carry out an assessment of need for people who, it appears to the authority, need social care services, and
 - Having regard to that assessment, decide whether those needs call for the provision of services by the authority.
3. Following a social care assessment of an individual, a financial assessment is then carried out to determine the total level of funding required to support this package of care and whether or not the service user has the means to make a financial contribution towards the care package.
4. This is a complex area of Adult Social Care's business which, if it is not done correctly, can cause distress and anxiety for some service users. Furthermore, with the development of the Putting People First (PPF) agenda, there will be changes to processes and different ways of working which the department must implement carefully to ensure that the new system runs effectively and efficiently.

Objectives and scope of the review

5. The September 2009 meeting of the Adult Social Care Scrutiny Committee was informed that complaints being received by ASC had revealed a lack of alignment between social care service assessments and financial assessments. The department wanted to address the issues being raised by these complaints and ensure that improvements resulting from them were included within the design of Putting People First. The Committee decided to set up a scrutiny review board to scrutinise this matter further.
6. The aim of the review was to identify any necessary system and process improvements needed within the current social care and financial assessment processes to ensure that there is better alignment between the two in the future.
7. To achieve this, the Review Board considered:
 - The current assessment and financial assessment processes, as well as the interface between the operations team and the finance team in Adult Social Care;
 - How the Funding Panel determines the allocation of funds to support a care package for service users;
 - The level and type of complaints received by the department;
 - The new Self Directed Support Pathway and how the financial assessment system should operate in the future within the Putting People First agenda; and
 - Current initiatives/planned activity aimed at addressing any issues raised through the course of the review.
8. As the review developed the review board also decided to scrutinise additional areas of work that tied in with the initial scope. These were:
 - Initial contact by members of the public with the department via Social Care Direct;
 - How Safeguarding issues are managed within the financial assessment process;
 - Correspondence between Adult Social Care and those service users who pay a financial contribution towards their service; and

- Systems in place to ensure that the department is not losing potential income.
9. To ensure that the focus of the review did not become too large the Review Board did not review charging structures or the fairer contributions rules during the course of the review.

Background

Complaints

10. Adult Social Care has a formal process for handling complaints made by, or on behalf of, service users regarding any aspect of social care, including externally contracted providers (eg home care agencies or residential homes). As well as providing a mechanism for processing complaints and providing recourse where necessary, the process also helps the department identify problems, resolve issues and improve services.

11. The department recognises that the number of complaints received does not give a complete picture of the concerns and issues that service users may have. Whilst every effort is made to make the complaints process easy to access and to support people to make a complaint, some people are unwilling or unable to contact the department. Therefore, it is recognised that for every complaint received by the department there are an unknown number of similar concerns that are not being brought to their attention.

Changes to the assessment process under Putting People First

12. The Putting People First agenda is the biggest transformation of Adult Social Care since the NHS and Community Care Act was introduced in 1990. The vision of Putting People First is that people will have maximum choice and control over the support they receive. One of the main ways this is going to be achieved is through a new approach called Personal Budgets and Self Directed Support.

13. The new approach will lead to fundamental changes to the way in which Adult Social Care supports service users and will bring about key changes to some aspects of the assessment process:

- Current process - when an assessment for a social care service is carried out the assessor informs the service user what services are being put in place to support their needs.
- Future process – when an assessment for a social care service is carried out the assessor also provides the service user with a figure that reflects the level of support they need (known as their personal budget). The assessor then discusses with the service user how best their needs can be met within their personal budget.

14. For example, if a service user has difficulty with preparing meals, the current assessment system would probably just offer a 'meals on wheels' package. Under Putting People First the service user could use their personal budget in a number of different ways:

- a) use the standard 'meals on wheels' service contracted by Adult Social Care, or
- b) pay someone to prepare their meals, or
- c) order a service from another company which provides cooked meals.

15. Adult Social Care is currently carrying out pilots around different aspects of the Putting People First agenda so that it can understand better how the new approach will work in practice. From April 2010 the new approach will start to be rolled out, with the aim being to have it fully implemented by 2011.

The assessment process

16. During the course of the review the Review Board was able to develop a much greater understanding of the various processes that take place within Adult Social Care to assess a individual's needs, identify a relevant service to meet these needs and then commission a service.

17. To help illustrate this, the following story has been created to show a typical journey through the system from initial contact with the department through to reviewing the service once it has been in place for several months. This journey illustrates how the system will operate under the Putting People First agenda, with Mr Smith having a greater opportunity to help decide the type of support he wants to meet his identified needs.

Monday 1st February

Mr Smith is 95 years old and lives alone. A neighbour has concerns about him managing to look after himself and phoned Social Care Direct to ask their advice.

18. Social Care Direct is a contact centre, providing a single point of contact across East Sussex for Adult Social Care services. Set up in September 2005 and based at St Marys, Eastbourne, it has a staff of 20 officers, of which 16 are full time. The lines are open Monday to Thursday between 8.30am and 5pm and Friday between 8.30am to 4.30pm. Sixteen advisors are usually on duty at any one time.

19. An answer phone system is currently in operation for any out of hours calls. From May 2010 a new service is being implemented and all callers will be able to speak directly with an out of hours operator.

20. The majority of people contact Adult Social Care via Social Care Direct. Hospital referrals and transition from Children's Services are the other ways in which contact is made. Social Care Direct receives about 3,000 contacts a month, around 500 of which are referrals for a service. Contacts come via telephone calls, emails, letters, faxes, web enquires and voicemail messages. These are not just from the general public, but also from a range of professionals, such as GPs, the Police and social care agencies.

21. The Social Care Direct Advisor asks the caller a series of questions to get a general understanding of needs, level of risk and eligibility for a service. For those telephone calls which generate a referral for a service, the advisor records basic details on the Adult Social Care database (Carefirst). This system automatically allocates the referral to the appropriate Duty and Assessment Team for the next stage of the process.

Wednesday 3rd February

An officer from the Duty and Assessment Team telephones Mr Smith. Mr Smith is asked some general questions about his current situation. The officer suggests that it might be a good idea if she comes out for a formal visit to discuss how Adult Social Care might help him.

22. An officer in the Duty and Assessment Team will aim to ring the client (or their carer) within two days of receiving the referral and carry out an initial assessment over the telephone.

23. Where the officer is able to determine the level of service needed during the telephone assessment they will arrange for this service to begin. Unless this is a low level service, such as Telecare, this initial service will be temporary and will aim to include an element of

reablement¹. The officer will then arrange a visit so that a fuller assessment can be carried out.

Friday 12th February

The officer visits Mr Smith to carry out an assessment. Mr Smith is actively involved in the assessment, as is his neighbour who Mr Smith has asked to be present to support him. Working with the officer they complete a series of questions to help determine what sort of support Mr Smith would find most useful. Using a 'ready reckoner' the officer is then able to calculate the figure that reflects the level of support Mr Smith needs (this is his personal budget). The officer then discusses various options with Mr Smith for how he would like his needs met and Mr Smith decides that he would like a package of home care provided from an agency.

Mr Smith is also asked some basic questions about his finances. As Mr Smith has a weekly income over and above £250 he is informed that he will need to make a contribution towards his personal budget and is given an indicative figure as to what his weekly contribution is likely to be.

24. Once the personal budget and type of support has been agreed with the service user the implementation of the package can begin. If a service user has chosen to take control of their personal budget and purchase their own support they will be provided with the funding to enable them to do so. If a service user has decided that they wish the department to manage their personal budget and set up a service on their behalf the Service Placement Team will arrange their service. This stage in the process will also trigger the involvement of the Financial Assessment Team.

Monday 15th February

Mr Smith receives a telephone call from an officer in the Financial Assessment Team to arrange a visit to discuss his finances. Mr Smith says that he would like his son present for this visit, so a time is arranged for a Saturday morning.

Saturday 27th February

The officer visits Mr Smith and carries out a full assessment of his finances. He discovers that Mr Smith is not receiving all the benefits he is entitled to and offers to put in a claim for him. The officer also informs Mr Smith exactly what his contribution towards his personal budget will be each week.

25. Once the referral is received by the Financial Assessment Team they aim to contact the person within two days of the request to arrange a visit, and aim for the visit to take place within ten days of the referral being received. A full assessment of the person's finances is carried out, including a check to see if the person is claiming the correct level of benefits which they are entitled to.

¹ Reablement is the provision of short term intensive support aimed to help people live as independently as possible in their own home.

Monday 1st March

A home care service for Mr Smith has now begun. He receives help with getting up in the morning, help with washing and help with some meal preparation. Mr Smith receives a monthly bill for his contribution towards the cost of this service.

Mid April

After 6 weeks Mr Smith receives a telephone call from an officer at Adult Social Care who arranges a visit to carry out a review. At the visit Mr Smith is very positive about the help he is receiving and the officer is satisfied that the service is offering Mr Smith the necessary support he needs to continue living in his own home.

It is agreed that Adult Social Care will now contact him on a yearly basis to carry out a review. Mr Smith is advised that if he feels he needs more support before his next review he should call the local Duty and Assessment Team and a new assessment will be arranged.

26. Once a service is in place Adult Social Care bills those service users who are making a personal contribution towards the cost. A review is usually undertaken six weeks after the service has begun to make sure that the service is providing the service user with the necessary support they need. If any changes to the service are required they can be made at this stage. Yearly reviews will then be carried out, although these can be more frequent if necessary.

27. The aim is for the whole assessment process to be completed with 28 days of the initial contact with Adult Social Care being made. Currently 90% of assessments are completed within this timeframe. Delays can occur if the case is complex and needs the input of other professionals. This is often the case with transition cases coming through from Children's Services.

Findings and conclusions

Developing good practice

28. As a result of the review, the Review Board wished to highlight particular examples of good practice within the Adult Social Care department:

Social Care Direct

29. On a visit to Social Care Direct the Review Board was able to observe firsthand how the team handles initial contacts with Adult Social Care. The Review Board was impressed with the operational set up and professionalism of Social Care Direct and the excellent service it provided to the general public and other professionals.

30. The Review Board noted that between 1 April and 31 December 2009 Social Care Direct received 4 complaints² and 48 compliments. The compliments were thanks for prompt action, for keeping the service user informed and for advice given.

Holistic review of finances carried out by financial assessment officers

31. All financial assessment officers are accredited by the Department for Work and Pensions (DWP) to provide advice to service users on welfare benefits. When an officer initially visits a service user they carry out a full review of all their finances and, where necessary, can apply for unclaimed benefits on behalf of the service user.

32. The Review Board welcomed this initiative as it provided those people on low fixed incomes with additional financial support. It noted that joint work with the DWP in this area had resulted in £14 million in unclaimed benefits being claimed during 2008/09.

Devolving of funding responsibility to front line managers

33. Locality based funding panels are held on a weekly basis across the county to decide how the current budget is allocated to those service users requiring a new service or amendment to their current service. The panels decide which cases to fund each week based on the level of risk a person faces if a service is not provided.

34. Since September 2008 changes have been made to the way in which the funding panels operate. Now smaller packages of support/services, eg home care, are not presented to the funding panel and go instead to the front line manager, who has the authority to agree the funding. The work of the funding panels is now mainly concentrated on agreeing the funding for residential placements or complex packages of support.

35. Since September 2009, funding for people requiring support on leaving hospital has also been devolved to front line managers.

36. The Review Board supported these changes as it has streamlined the system and, for those people requiring smaller packages of support, helped speed up the process of putting these services in place. A noticeable impact of this change has been the reduced number of cases of delayed discharges from hospital that are the responsibility of Adult Social Care (reduced from around 20 in 2007 to just 3 or 4 in 2010). This reduction also reduced the reimbursement payments that Adult Social Care paid the hospital (a cost of £100 per night per patient).

² The complaints related to issues around accessing the service, recording information and staff conduct. All were addressed and any necessary measures put in place, including a review of processes and refresher training.

Managing finances for vulnerable service users

37. There are some service users in residential care who are unable to manage their own finances. To help support these service users a small team within Adult Social Care Finance carries out this role for them by monitoring bank statements, ensuring their income is paid to them, issuing funds and meeting their bills.

38. Evidence received by the Review Board revealed that there is scope to expand this service beyond just service users in residential care. Extending this service to more vulnerable service users would help reduce their concern and anxiety about managing their finances and help reduce the risk of them falling victim to financial abuse³. In the longer term it would also benefit the department as it could reduce the number of financial abuse cases it has to handle, which can be extremely time consuming and expensive.

Recommendation 1

The Review Board recommends that Adult Social Care investigates the feasibility of expanding the provision of financial support to more vulnerable service users, who do not have family or friends to support dealing with their finances when they lose capacity, so that a greater number can receive help to manage their finances in the remit of Appointeeship or Deputyship.

Assessments processes and interface between teams

39. During the course of the review the Review Board took evidence from Adult Social Care officers, analysed data on complaints that the department had received over the past year and reviewed a random selection of anonymised case files charting how particular complaints had been handled. The table below highlights the main issues raised during the course of the review and the changes in place/being developed to rectify these issues.

Issues raised during the course of the review	Changes in place/being developed to rectify the issue
Complaint in the time taken to process a case. This was caused by the fact that a member of the financial assessment team was away and other members in the team were unable to pick up the case.	A buddy system has been developed so that when assessment staff are on leave or off sick another member of the team is able to pick up any queries from service users about their case. Impact: This should reduce delays in the time taken to process cases and reduce the number of subsequent complaints in this area
Delay in the time taken for some service users to receive a financial assessment. This delay resulted in some service users receiving unexpectedly large initial bills for their personal contribution towards the cost of their service.	Better 'electronic triggers' have been set up within the Carefirst system which alert the Financial Assessment Team earlier in the process about the need for a financial assessment. Impact: This should reduce delays in the time taken to carry out financial assessments and stop service users receiving unexpectedly large initial bills.

³ The Department of Health document 'No secrets' states that financial or material abuse can include: theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Issues raised during the course of the review	Changes in place/being developed to rectify the issue
<p>Delays in carrying out a final assessment when a person reaches the end of the Living at Home⁴ programme means that some service users are not exiting the programme as quickly as they should.</p>	<p>Living at Home staff now carry out a review of the service user when they reach the end of the programme. If they find that the service user doesn't require a further service they close the case, rather than passing it through to the assessment team for them to carry out this process.</p> <p>Impact: By reducing the backlog of service users waiting to exit the service it frees up spaces for new service users to access the programme.</p>
<p>Service users being unclear about the likely personal contribution they will need to make towards their service until late on in the assessment process.</p> <p>Department losing potential income due to the fact that they are not charging a person for their personal contribution until the financial assessment has taken place.</p>	<p>With Putting People First, a new system is being developed whereby at the social care assessment stage the service user is asked five financial questions to enable the officer to give the service user a much more informed indication, earlier on in the process, as to what their personal contribution towards the cost of their service will be.</p> <p>Impact: By clarifying with service users earlier in the process what their financial contribution is likely to be it will reduce anxiety amongst some service users and reduce the number of subsequent complaints in this area.</p> <p>A further impact of this new system is that the department will now charge service users for their personal contribution towards the cost of their service as soon as the service begins. This means the department will no longer be losing income which it is entitled to claim.</p>
<p>Increasing number of complaints being received from service users about the amount of personal contribution they need to make.</p>	<p>A new appeals process has been put in place that deals solely with appeals against the outcome of financial assessments.</p> <p>Impact: This provides a formal process of review and ensures consistency. It also frees up the time of the Complaints Team to manage more general complaints.</p>
<p>Initial feedback from the pilot for the Putting People First Self Directed Support Pathway has shown that offering all service users a full assessment was causing a backlog in the number of assessments that needed to be carried out.</p>	<p>Under Putting People First the assessment stage will be split in two: initial assessments will be provided for those people who just need a small level of service/support (e.g. Telecare) whilst fuller assessments will only be used for those people who need larger packages or more detailed levels of support.</p> <p>Impact: This will speed up the provision of low level services and free up officer time to concentrate on providing fuller assessments to those that require them.</p>

⁴ The Living at Home programme is a time limited rehabilitation programme aimed to help people develop and improve their skills to enable them to continue living at home, rather than enter long-term residential care.

Issues raised during the course of the review	Changes in place/being developed to rectify the issue
<p>Complaints received about the language, tone and style of current letters received by service users relating to their personal contributions towards the cost of their service.</p>	<p>At the request of the Review Board a new range of letters are being developed which have a friendlier style and approach.</p> <p>Impact: This should reduce the number of complaints in this area and improve communication between the department and service users.</p>
<p>Concern raised that some vulnerable people are being discharged from hospital without a care package being put in place to support them. This can put them at risk and even lead to them being readmitted to hospital.</p>	<p>An electronic system is now being rolled out in East Sussex Hospitals whereby ward nurses can flag up with the hospital-based social workers those patients that need an assessment prior to being discharged.</p> <p>Impact: The new system should ensure that vulnerable people do not leave hospital without support from Adult Social Care being set up.</p>

Recommendation 2

The Review Board recommends that Adult Social Care monitors the development of the following service improvements to ensure that they are successful in addressing the particular issues raised by the Review Board:

- a) A 'buddy system' within the financial assessment team so that staff are able to manage cases on behalf of colleagues when they are on leave or off sick.
- b) Electronic 'triggers' within the Carefirst database to provide an earlier alert to the Financial Assessment Team that a financial assessment is required.
- c) Final assessments for service users leaving the Living at Home programme to be carried out by that team to speed up their discharge from the programme.
- d) Financial questions within the social care assessment so that officers can provide a more accurate indication to service users as to what their level of personal contribution is likely to be.
- e) A new process to manage appeals against the outcome of financial assessments so that there is consistency in the way these complaints are handled.
- f) Use of two types of assessments during the social care assessment process. With initial assessment being used for the provision of low level services so that the process for providing these can be speeded up.
- g) A more user-friendly style of letters sent to service users who make a personal contribution towards the cost of their service to reduce the number of complaints in this area.
- h) A computer based prompt system used to alert social workers in hospitals as to who needs a care package put in place before they are discharged.

Developing Putting People First

40. Putting People First offers exciting opportunities for service users to play a more active role in shaping the support they receive so that it best meets their own personal needs. However, the new agenda could also bring an increased level of risk for some vulnerable service users. Areas of particular concern for the Review Board were:

Choosing the right person for the right job

41. Putting People First offers greater flexibility around who a service user can employ to help support them. As well as purchasing services from regulated providers or professionals, service users could choose to employ a family member and a friend to provide a service. For simple services, like providing cooked meals, the level of risk to the service user and 'provider' are low. But where personal care or lifting is involved both the service user and 'provider' can be open to risk if these functions are not carried out correctly and safely.

Accessing the right level of service

42. There is a risk that those service users who are receiving funding directly from Adult Social Care and arranging their own services might not use all the money for what it is intended for. Or, where they need to make a personal contribution towards the cost, they may decide not to do so. This could result in some service users purchasing a reduced service, which would mean that their needs were not being fully met. This could put them at risk and lead to them needing a greater level of support in the future.

Increased risk of financial abuse

43. By having the opportunity to receive the funding for their services directly from Adult Social Care, some service users could be vulnerable to financial abuse. This could result in their funding not being used to provide the level of support that they need, which would put them at risk and could lead to a greater level of support being needed in the future.

44. Often when financial abuse cases are uncovered by the Financial Assessment Team they can be particularly complex and can tie up a large amount of officer time to resolve. This can have a negative impact upon the overall workload of the Team and cause a backlog of assessments that need completing.

Recommendation 3

The Review Board recommends that Adult Social Care:

- a) provides advice and guidance to service users so that they are able to make informed decisions on who they employ to support them;
- b) develops a robust mechanism for carrying out service user reviews. This will identify whether service users are accessing the right level of support to meet their needs and, where necessary, flag up any risks which can be quickly addressed; and
- c) closely monitors the number and complexity of financial abuse cases handled by the Financial Assessment Team. This will ensure that the Team has sufficient resources to manage any additional workload and minimise delays in carrying out assessments.

Appendix 1

Review Board membership and support

The Review Board consisted of two Members: Councillor Colin Belsey and Councillor Beryl Healy.

The Project Manager was Gillian Mauger (Scrutiny Lead Officer) and logistics and support was provided in turn by Margaret Fuller (Democratic Services Officer), Michaela Frost (Democratic Services Officer) and Sam White (Scrutiny Support Officer).

Review Board meeting dates

12th November, 14th December, 3rd February, 10th February

Visit to Social Care Direct – 11th December

Evidence papers

Item
Current and future social care assessment and financial assessment forms used by Adult Social Care
Case files on 8 complaints handled by Adult Social Care during 2009
Adult Social Care Weekly Funding Panel Process
Self Directed Support pathway, January 2010 version
Complaints data received by Adult Social Care during 2009-10
<i>No secrets</i> , Department of Health, March 2000
<i>Putting People First Concordat</i> , HM Government, December 2007

Witnesses providing evidence

The Board would like to thank all the witnesses from East Sussex County Council who provided evidence at the meetings or during the visit to Social Care Direct:

- Shaun Bezant, Finance Manager, Financial Processes Team
- Zena Boniface, Finance Manager - Finance & Benefits Assessment
- Andy Cunningham, Head of Assessment & Care Management
- Jane Goldingham, PPF Workstream Manager Access & Self Directed Support
- Tina King, Head of Finance and Business Information
- Janette Lyman, Community Relations Manager
- Wendy Shirvani, Customer Assess Manager (Social Care Direct)
- Mark Stainton, Assistant Director, Operations
- Rita Stebbings, Assistant Director, Resources
- Samantha Williams, Assistant Director, Planning, Performance and Engagement

Contact officer: Gillian Mauger (Scrutiny Lead Officer)

Telephone: 01273 481796, e-mail: gillian.mauger@eastsussex.gov.uk

An information pack containing the research carried out during the review obtained by contacting the Scrutiny Lead Officer

Report to: **Scrutiny Committee for Adult Social Care**

Date: **4 March 2010**

By: **Chairman of the Review Board**

Title of report: **Scrutiny Review of social care and financial assessment processes**

Purpose of report: **To present the outcomes of the review and propose recommendations for future improvements to the social care and financial assessment processes**

RECOMMENDATION – that the Committee considers the report of the Review Board and makes recommendations to Cabinet for comment and County Council for approval.

1. Financial Appraisal

1.1 There are no specific financial implications arising from the recommendations in the Review Board report.

2. Supporting Information

2.1 The attached report contains the findings and recommendations of the Review Board.

2.2 The review was carried out by Councillor Colin Belsey, Chairman and Councillor Beryl Healy.

2.3 The Review Board took evidence from a range of sources including officers from East Sussex County Council and case files for a selection of complaints handled by Adult Social Care during 2009.

3. Recommendation

3.1 The Committee is recommended to agree the Review Board's report and submit it to Cabinet on 27th April 2010 for comment and County Council on 18th May 2010 for approval.

Councillor Colin Belsey
Chairman of the Review Board

Contact Officer: Gillian Mauger (01273) 481796

Local members: All

Background documents: None