

Appeals relating to adult social care

For people needing social care support, and their carers

An appeal is a request for a decision about whether you are eligible to receive funded social care, your assessments, your personal budget or your support plan to be reviewed. It is one of a range of options for dealing with concerns or complaints. We try to make sure that we always provide a high-quality service and sort problems out straight away wherever possible, but we know that there may be times when you are not satisfied. Our appeals process is a simple way for you to ask us to review a decision we have made.

Who can appeal?

Any adult (or their carer) who has:

- been assessed as eligible to receive funded social care support;
- been assessed as not eligible to receive funded social care support; or
- had a financial assessment to see what care can be provided.

Can someone else appeal on my behalf?

As long as you meet the above criteria, an appeal can be made on your behalf by anyone who:

- is your recognised representative (for example, a relative, a carer, an advocate or someone with power of attorney); or
- has your permission to appeal on your behalf.

What can I appeal about?

The following issues can be dealt with through the appeals process.

- Eligibility – our decision on whether you are eligible to receive funded social care support, or what needs we should meet.
- Self-assessment – whether you feel we have taken account of the information you provided.
- Assessment – the results of our assessment of your needs.
- Financial assessment – the amount of disability-related spending we take into account when assessing any contribution you will have to pay towards your care.
- Support plan – the level of choice you have about how the outcomes set out in your support plan are met.
- Personal budget – the amount of money allocated to you to meet your needs.

What if I need help to make an appeal?

- If you need help to make an appeal, please contact us and we will help you find an advocacy service (someone who will act on your behalf).
- You can also find information about available advocacy services by visiting the [West Sussex County Council website](#) and searching for 'Someone to speak for you'.

How do I appeal?

- You, or someone acting on your behalf, will need to contact our Customer Relations Team, a social care worker or a member of staff who has been working with you, to explain that you want to appeal against a decision. If you are a carer wanting to appeal about your own support, you can also contact a member of staff at Carers Support West Sussex.
- You have 15 working days, from the date you receive our decision, to make your appeal. You need to clearly set out the issues you are appealing about. The easiest way to do this is online on the [Make a complaint or appeal page](#) on the West Sussex County Council website. You can also appeal by email, by phone, face-to-face or in writing. Contact details for our Customer Relations Team and Carers Support West Sussex are at the end of this leaflet.
- If you are having difficulty making your appeal within 15 working days, you need to explain the reasons for this to the Customer Relations Team, the social care worker or the member of staff who has been working with you. They will discuss this with you and decide whether to allow more time for your appeal.

- The information you provide about your appeal will be passed to the local service manager or carer services manager (as appropriate). The manager may contact you for more information or to discuss the best way to settle your appeal.
- We will let you know (by email or in writing) that we have received your appeal.
- The service manager or carer services manager will carefully consider all the information and make a decision on your appeal.
- You can contact your local social care office or Carers Support West Sussex during the appeal process if you want to discuss the issue (or issues).
- If your appeal is successful at the first stage, we will tell you the final decision in writing within **15 working days** from the date you provided the information about your appeal.
- If your appeal is not successful at the first stage, we will refer it to the local head of service for a final decision. We will tell you in writing why your appeal has been referred to the next stage.
- The local head of service will write to you telling you our final decision.
- This will be within **10 working days** from the date the appeal was referred to the local head of service.
- If you are not satisfied with the final outcome of your appeal, you can contact the Local Government and Social Care Ombudsman. The service is independent, impartial and free.

Local Government and Social Care Ombudsman

The appeals process does not affect your rights to contact the Local Government and Social Care Ombudsman at any time. However, they will only usually investigate a complaint if you have given us a chance to deal with it first.

You can contact the Local Government and Social Care Ombudsman by [filling in the complaint form on their website](#) or phoning 0300 061 0614.

More information

For more information about the appeals process, please contact a member of our staff who has been working with you. Or call our Adults' CarePoint on 01243 642121 or email us at socialcare@westsussex.gov.uk.

If you need this information in another format (for example, Easy Read, large print or another language), please call our Adults' CarePoint on 01243 642121 or email us at socialcare@westsussex.gov.uk.

Contacting us

Customer Relations Team

County Hall, Chichester, West Sussex PO19 1RQ.

Phone: 01243 777100.

Relay UK: 18001 01243 777100. (For deaf callers from a textphone or the NGT Lite app downloaded onto a computer, tablet or smartphone).

Email: feedback@westsussex.gov.uk.

Carers Support West Sussex

The Orchard, 1–2 Gleneagles Court, Brighton Road, Crawley, West Sussex RH10 6AD.

Phone: 0300 028 8888.

Email: info@carerssupport.org.uk.

Website: [Carers Support West Sussex website](#).

Other concerns about social care services

If you have a concern or complaint about anything else to do with your social care service, or you don't know whether an appeal is right for you, please contact our Customer Relations Team. ([See page 4 for contact details](#).)