

## **Review and appeal process for Adult Community Care and Support charges**

This document is a guide on how to request a review or appeal of your financial assessment for paying for social care. This guidance is for service users or carers who have received a letter stating that they will need to start making contributions to the cost of their care.

### **Appropriate guidance and support**

At any point during the financial assessment process, if you do not feel that you have a full understanding of the process, or disability-related expenditure, then you should look at the following information or make contact on the numbers below.

[https://www.towerhamlets.gov.uk/lqnl/health\\_social\\_care/services\\_for\\_older\\_people/care\\_financial\\_assessments.aspx](https://www.towerhamlets.gov.uk/lqnl/health_social_care/services_for_older_people/care_financial_assessments.aspx)

<http://www.real.org.uk/news/charging-social-care-special-update/>

Seek guidance and support from any advisor, including Local Link on 020 7001 2175 or [local-link@real.org.uk](mailto:local-link@real.org.uk)

If you would like more information on the financial assessment process, are in need of a home visit from the Financial Assessment Team or would like to book an appointment with them at the office then you can contact the Financial Assessment Team on 020 7364 2038.

### **Review process**

The review process is the first stage if you are unsure if the amount of money that you need to contribute towards your social care is accurate.

1. When you receive the letter stating the amount of your contribution for social care, if you are unsure of the calculations used in your financial assessment then you should call the Financial Assessment Team on 020 7364 2038. They will explain to you the income and capital that were used in the calculation of the financial assessment and how they have arrived at the contribution that you have to pay.
2. If you do not agree with the contribution that they have calculated then you should ask for the financial assessment to be reviewed. Reasons for asking for a review include:
  - You wish to provide details of additional disability related expenditure that was not included in your original financial assessment form
  - You have new relevant information that you would like to be taken into account
3. If you do not have a copy of your original assessment form then inform the finance officer and they will send you a copy of the form you originally submitted with the new assessment form.

4. The new financial assessment form will be sent to you and should be completed within 28 days. If you would like support to fill the form in, you can get help from any advice provider including Local Link, you can contact them on 020 7001 2175 or [local-link@real.org.uk](mailto:local-link@real.org.uk)
5. You will receive a response to your review by letter within 28 days of submitting your form informing you of your revised contribution (if it is revised) for your social care. During this period you will not be invoiced for the care and support charges but you will be expected to set aside monies that may be due once the reassessment is completed. You should set aside the original amount in case your review does not result in a revised contribution.
6. If you still do not agree with the decision following the review then you can appeal. This process is set out below.

### **Appeal process**

If after following the review process you do not agree with the review outcome, you can appeal the decision. Possible reasons why you might want to appeal include:

- you don't believe that the charging policy has been applied accurately;
  - you have additional information that you feel is relevant to your financial assessment that has not been considered to date.
1. You will need to write a letter within 28 days of the outcome of the review to the financial assessment team providing information setting out the reason for your appeal.
  2. If you would like support in the appeal process, you can get help from any advocacy provider including Local Link, you can contact them on 020 7001 2175 or [local-link@real.org.uk](mailto:local-link@real.org.uk)
  3. The appeal will be considered by the financial assessment team leader and a written response will be provided.
  4. During the period when you are waiting for a response to your appeal, you will not be invoiced for your care and support charges but will be expected to set aside monies that may be due once the reassessment is completed.

For any queries or further information, contact the Financial Assessment Team on the details below:

Telephone: 020 7364 2038

E-mail: [FinancialAssessmentTeam@TowerHamlets.gov.uk](mailto:FinancialAssessmentTeam@TowerHamlets.gov.uk)

**Financial Assessment Team**  
**London Borough of Tower Hamlets**  
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