



Reading
Borough Council
Working better with you

APPEALS RELATING TO ADULT SOCIAL CARE

For people needing social care support and for their carers



WHAT IS AN APPEAL?

An appeal is a request for a review of a decision taken by local social care officers about your eligibility to receive funded social care, your assessments, your personal budget or your support plan. 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 provides a simple way for you to request a review of the decision(s) and to receive a quick response.

WHO CAN APPEAL?

Any adult (including carers) who:

- **has been assessed as eligible to receive funded social care support;**
- **has been assessed as not eligible to receive funded social care support; or**
- **has had a financial assessment for the provision of care.**

CAN SOMEONE ELSE APPEAL ON MY BEHALF?

Appeals can be made on behalf of someone meeting the above criteria by anyone who:

- is a person's recognised representative, for example, a relative, a carer, an advocate or someone with Power of Attorney; or
- is making an appeal on a person's behalf with their consent.

WHAT CAN I APPEAL ABOUT?

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

- **Eligibility** – the decision by the Council about whether you are eligible to receive funded social care support and/ or what needs the Council should meet.
- **Self-assessment** – whether you feel the council has taken sufficient account of the information you provided.
- **Assessment** – the Council's view of your needs.
- **Support Planning** – 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 outcomes.

Queries or concerns relating to charges for your care as a result of Financial Assessment should be directed to the council's Financial Assessments and Benefits Team.

If you wish to raise another issue, e.g. if you were upset by the manner or conduct of a member of staff or view that the way in which the process was followed to be unfair, you have the right to pursue a complaint under Reading Borough Council's complaints procedure. You can find more information at www.reading.gov.uk/contact-us/complaints/

HOW DO I APPEAL?

You will need to contact our customer fulfilment centre, your allocated social care worker or member of staff who has been working with you, to explain that you want to appeal against a decision.

You need to clearly set out the issues you are appealing about. This must be within 20 working days of being notified of the decision you are appealing against. You can do this in writing, by phone, face-to-face or by email. The contact details of the customer fulfilment centre are given at the end of this leaflet.

If you are having difficulty meeting

the 20 day timescale, you need to explain the reasons to the customer fulfilment centre, the social care worker, or the member of staff who has been working with you. This will be discussed with you and a decision taken about whether to extend the timescale. Appeals made after the deadline may be accepted at the Council's discretion.

Your appeal will be acknowledged within 48 hours.

The information you provide about your appeal will be passed to the Assistant Director who will be considering your appeal. You may be contacted for more information and/or to discuss a resolution.



The Assistant Director will carefully consider all the information and make a decision.

If your appeal is successful at the first stage, you will be notified of the final decision in writing within 20 working days from the time you submitted your appeal. If your appeal is not successful at the first stage, you will be notified. You have the choice to take the appeal to the second stage, at which time the details of your appeal will be referred to the Executive Director of Adult Social Care for a final decision.

You will receive a letter from the Executive Director telling you the final decision of the council and the reasons why this decision was made. This will be within 20 working days from the time the appeal was referred to the Executive Director.

The second stage review by the Executive Director is the final part of the process. There is no further right to request a review of the decision once the second stage review has been completed.

This does not affect your rights to use the Council's Complaints procedure or preclude your right to contact your local Councillor, Member of Parliament or the Local Government & Social Care Ombudsman (LGSCO).

CONTACTING US

If you feel that staff have acted inappropriately or have not followed due process in dealing with your appeal, then you can follow the Council's Complaints procedure, details of the Adult Social Care complaints procedure can be found at **[Make a complaint, comment or compliment - Reading Borough Council](#)**

or please email:

**Customer Relations Team at
Socialcare Complaints**
socialcare.services@reading.gov.uk



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