



Wiltshire Council Adult Social Care Appeals Process

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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.

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
- has had a financial assessment for the provision of care

What can I appeal about?

- **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.

Can someone assist me with an appeal?

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
- is making an appeal on a person's behalf with their consent

Further information about advocacy is available at [Wiltshire Independent Advocacy Service | Your care Your support Wiltshire](#)

How do I appeal?

The appeal needs to be made within 10 working days of notification of the assessment outcome.

You will need to contact the advice and contact service (0300 456 0111 or AdviceandContact@wiltshire.gov.uk).

Your appeal should include:

- your contact details, including your full name, address, phone number, and email address
- what you are appealing, for example your assessment or your support plan
- what you disagree with about the outcome you received
- the reasons why you disagree with the outcome
- any supporting information, people we should speak with, or documents you have not previously submitted.

Your appeal will be acknowledged within 2 working days of receipt of your appeal.

Your appeal will be investigated by a manager from another team to the one who originally worked with you and then reviewed by an appeals panel consisting of Adult Social Care Heads of Service and Service Managers. This will occur within 20 working days of receipt of your appeal.

There are two possible outcomes from the appeal:

- Change the decision of the original assessor
- or
- The appeal will uphold the decision of the original assessor

You will then be notified of the outcome of your appeal within 5 working days of the appeals panel. A rationale for the decision will be included in the outcome of your appeal.

Following the outcome of the appeal, there will be a review to identify key learning and lessons learnt for Wiltshire Council.

If you would like to appeal your financial assessment, please contact the officer who completed the financial assessment or contact the Adult Care Advice and Contact Team (0300 456 0111 or AdviceandContact@wiltshire.gov.uk).

Safeguarding

Where issues of abuse or neglect are raised in the course of handling an appeal or complaint, the council's safeguarding process will be referred to and the issue should be discussed with the adult safeguarding lead, as well as the Safeguarding Manager if appropriate.

What can I do if I am unhappy with the outcome of the appeal?

Appealing a decision through this process does not affect your right to make a formal complaint about any aspect of your care using the statutory Adult Social Care complaints procedure.

You can submit a formal complaint at any point during the appeals process (though you may wish to wait until your appeal has been considered). You can also submit a complaint if you have chosen **not** to use this appeals process at all.

To submit a complaint, you can complete an online form [Complaints form - Wiltshire Council](#) or contact the council's Complaints Team via email (complaints@wiltshire.gov.uk) or by telephone (01225 718400).

Further information is available on the council's website: [Making a complaint about adult social care](#).

Further information

Further information about Wiltshire Council's Adult Social Care services is available at [Adult care - Wiltshire Council](#)

If you would like to appeal your financial assessment, please contact the officer who completed the financial assessment or contact the Adult Care Advice and Contact Team (0300 456 0111 or AdviceandContact@wiltshire.gov.uk).

