

Financial Assessment Customer Journey

First Contact With WSCC	Care Assessment & Support Plan	Financial Assessment Appointment Booking	Financial Assessment	Charge Setup & collection	Ongoing Collection
Contact Details socialcare@westsussex.gov.uk Tel: 01243 642121	Contact Details	Contact Details fswbasupportteam@westsussex.gov.uk Tel: 01243 642117	Contact Details fianancialreassessments@westsussex.gov.uk Tel: 0330 222 5220	Contact Details fnonresidential@westsussex.gov.uk Tel: 0330 222 8880 fsdirectpayments@westsussex.gov.uk Tel: 0330 222 8884	Contact Details Debt.recovery@westsussex.gov.uk Tel: 0330 222 5004

Initial customer contact via WSCC website (online enquiry form), email, phone, or post.

Website includes additional contact advice for emergencies and info. for people with hearing or sight impairment. Financial assessment web page includes link to financial self-assessment.

Referred to relevant social care team for assessment.

Customer contacted by team via email or phone. Contact details provided to the customer.

Explanation of process and information provided, noting all leaflets and access to care guide available on website. Appointment(s) agreed.

Needs assessment and care and support plan completed and issued.

Referred for financial assessment.

- Initial customer contact via phone
- Explanation of process provided
- Share list of documents that might be requested
- Appointment booked with Financial Assessment Officer

- Financial assessment undertaken via-
 - Home visit, or
 - Telephone, or
 - Posted form
- Financial contribution notified to customer in writing by e mail or post

- Assessed contribution set up for collection
- Customer or financial representative advised of invoicing schedule or amount to pay into Direct Payment account

- Ongoing collection of contribution via regular invoice or via Direct Payment
- Invoice adjustments where required
- Invoice reminders where required
- Debt management where required