

# **ADULT SOCIAL CARE APPEAL FORM**



You can use this form if you disagree with an assessment of your adult social care needs, or finances, or a decision taken about your Independence Plan.

If you wish to make a complaint about another matter or concern you will need to use the complaints process which can be located at <https://www.iwight.com/council/OtherServices/Adult-Services-Complaints/A-Guide-to-Adult-Services-Complaints>

If you wish to make an appeal, you need to complete the attached form and send it to us **within 10 working days of your signed agreed assessment** to FREEPOST RTGE-TBEC-BYAY, Adult Social Care, Isle of Wight Council, Floor 2, County Hall, High Street, Newport, PO30 1UD. If you prefer, you can call the Adult Social Care on 01983 823340 and they can send a form to you in the post.

If you need help to make your appeal, please contact your social care worker and they will help you find an advocate if this is appropriate. This could be another family member, a friend, or if this support is not available to you, someone independent.

We will acknowledge receipt of your appeal **within 10 working days** of receiving the completed Appeal Form and we expect to let you have a final decision within **20 working days** from the date we acknowledge we have received it.

If it takes us longer to make a decision we will keep you up to date with what is happening.

## **What happens next?**

**If you disagree with your assessment, e.g. of your needs, or your finances, we will review the information and make one of the following decisions:**

- (a) The original assessment was right
- (b) We need to update the assessment based on your extra information
- (c) We need to see you again for a further assessment

**If you disagree with a decision about your independence plan or personal budget allocation, we will review the information and make one of the following decisions:**

- (a) Accept the case you make and agree the plan / allocation
- (b) Ask a manager who has not been involved with your case so far to review the decision
- (c) Arrange a meeting that you can attend and we will discuss it (this can happen if the issue is about risk either to you or others)

You may be contacted during the appeal process to discuss a resolution or to provide more information to support your appeal.

Following the final decision in writing, there is no further appeal to adult services.

If you are still dissatisfied, you can contact the Local Government and Social Care Ombudsman which is an independent, impartial and free organisation: Website: [www.lgo.org.uk](http://www.lgo.org.uk) Telephone: 0300 061 0614. Their opening hours are Monday to Friday: 10am to 4pm (except public holidays).

# **ADULT SOCIAL CARE APPEAL FORM**



**Your Name:**

**Address:**

**Telephone Number:**

**Email Address:**

**Are you appealing about - please tick**

**Your Assessment?**

**Your Independence Plan?**

**What is it that you disagree with?**

Use this space to tell us about the things that you do not agree with and the reasons why?

# **ADULT SOCIAL CARE APPEAL FORM**



**Can you provide any additional information that we have not looked at already?**

Do you have any supporting documents we should look at, or other people we should speak to?

(Please use additional sheets if necessary)

I DECLARE THAT THE INFORMATION I HAVE PROVIDED ON THIS FORM IS CORRECT AND COMPLETE.

**SIGNED:**

**Date:**

## **Privacy Notice**

The Isle of Wight Council is the data controller for the personal information you provide on this form for the Adult Social Care Department. The council's Data Protection Officer is the Head of Legal Services and Monitoring Officer and can be contacted at [dpo@iow.gov.uk](mailto:dpo@iow.gov.uk). You can contact the council by phone on 01983 821000, or by writing to us at County Hall, High Street, Newport, IW PO30 1UD.

Your information will be used so that we can fulfil our statutory duties for the purpose of providing information, advice and social care services. Data protection law describes this legal basis as necessary for compliance with a legal obligation.

Your personal data may be shared with other teams within the council or other organisations such as the NHS, Clinical Commissioning Group, Care Providers and other organisations we work with for the purpose of providing information, advice and social care services - a full list of organisations we work with can be found on our website <https://www.iwight.com/documentlibrary/view/privacy-notice-organisation-list-adult-social-care>.

We may also share it with other local authorities or debt collection agents if necessary for the collection of council tax debt. We may share the data with third parties if we are required by law to do so. This may include the Police or Government Agencies.

We will share your data with other relevant teams within the council or other relevant organisations if a child and/or adult safeguarding issue arises and places an individual at risk of harm.

We will keep your personal data for as long as we are required to do so under relevant legislation or in accordance with our operational requirements. You can view our retention schedule on our website <https://www.iwight.com/documentlibrary/view/retention-policy-2011>.

# **ADULT SOCIAL CARE APPEAL FORM**



For further details on how your information is used; how we maintain the security of your information; and your rights, including how to access information we hold on you, and how to complain if you have any concerns about how your personal details are processed, please visit [www.iwight.com](http://www.iwight.com) or email [information@iow.gov.uk](mailto:information@iow.gov.uk).