

## What is an appeal?

An appeal is a request for a review of a decision(s) taken by Central Bedfordshire Council Adult Social Care about your care and support. This could be about the:

- content of our assessment about you and your care and support needs (your Needs Assessment),
- choice you have about how the outcomes set out in your support plan are met (your Care and Support plan),
- amount of money or funding allocated to you to meet your care and support needs (your personal budget).

Central Bedfordshire Council Adult Social Care try to make sure that we provide a person centred, high-quality service that is and values based.

We will always try to resolve any problems or concerns straightaway, but we know that there may be times where this is not possible.

Our appeals process provides a simple way for people to request a review of a decision rather than having to go through the complaint procedure which may take a little longer to progress.

If you wish to make a complaint about another matter or concern, you will need

to use the complaints process which can be located on our website.

## Who can make an appeal?

Anyone who is receiving adult social care support or their representative e.g. carer, relative or advocate, or a person who the council have a duty to provide support to, can make an appeal.

## How to make an appeal?

If you want to appeal a decision about your care and support arrangements, you need to complete the appeals form and send it to us within 3 months of receipt of your signed assessment. You can access the appeals form on our website.

If you prefer, you can call the Contact Centre and they will complete the appeal form on your behalf.

### Contact Centre

Telephone: 0300 300 8303

## Independent advice and advocacy

If you need help to make your appeal, you could ask a family member, or a friend.

If you don't have someone to support you or would like help from someone independent, you can call the Contact Centre and they will be able to help you find an advocate if this is appropriate.

## Adult Social Care Appeals

If you choose to make an appeal to us, we will acknowledge receipt of your appeal within 5 working days of receiving the completed Appeal Form; and we expect to let you have a final decision within 28 working days from the date we acknowledge we have received it. If it takes us longer, we will keep you up to date with what is happening.

## What happens next?

When an appeal is received, it will be reviewed, and the following may happen:

### **Stage 1:**

A social worker may contact you to discuss your appeal with the aim to resolve any issues as soon as possible. If it is not possible to resolve the appeal through discussion, a full review will be undertaken (stage 2).

### **Stage 2 (Complex):**

A review to consider the original assessment documents and any additional information provided by you as part of your appeal will take place. This may include a manager who has not been involved with the case so far and may take longer than 28 days to resolve.

We might arrange a meeting with you to discuss this further (this can happen if the issue is about risk to the person or others).

### Outcome:

The following decision might be made:

- The original assessment/plan was correct.
- We might accept the appeal and agree to change the assessment / support plan / funding

You will receive the final decision in writing, following this there is no further appeal to Central Bedfordshire Council Adult Services.

### The Local Government and Social Care Ombudsman (LGSCO):

If you are still dissatisfied, you can contact the Local Government Ombudsman which is an independent, impartial and free organisation:

LGO Advice Team  
PO Box 4771  
Coventry CV4 0EH

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Telephone: 0300 061 0614

Monday to Friday: 10am to 4pm (except public holidays).

Central  
Bedfordshire

A great place to  
live and work

### Contact us...

by telephone: 0300 300 8303

by email: [customers@centralbedfordshire.gov.uk](mailto:customers@centralbedfordshire.gov.uk)

on the web:  
[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

write to:  
Central Bedfordshire Council,  
Priory House, Monks Walk, Chicksands,  
Shefford, Bedfordshire, SG17 5TQ

## Appeals Process

Adult Social Care

