



Request

Response

1. How many current social care clients do you have that are eligible for chargeable care?
4,519 clients as at 17/09/2024.
2. How often do you review your current clients financial assessments?
Annually.
3. What's the current average turnaround time for a financial assessment?
Once a new referral is received, 5 working days for a case to be allocated and contact made with service user / family / legal representative.
4. Do you use 3rd parties to support in your processing of financial assessments?
No
5. Do you carry out income maximisation and how often is this reviewed?
Yes, welfare benefit check is completed when new Financial Assessment/review is completed and a referral made to a specialist Welfare Benefit officer as applicable.