



More efficient ASC financial assessments at Camden, Lewisham and Merton Councils

Civica's OnDemand Adult Social Care team helps three London boroughs manage the ASC financial assessment workload.

Meeting resourcing challenges

Many Councils experience long- or short-term challenges when it comes to managing ASC financial assessments. In some cases, recruitment struggles or staff absences can leave you short of resources to handle the everyday workload. Or you may need to carry out a special project, but can't spare anyone in the team to deliver it.

Whatever the size and scope of the challenge, Civica's OnDemand team of highly experienced ASC financial assessors can help. They're familiar with Care Act regulations, are DBS checked, and can use any ASC financial system. They're ready to step in and start work as soon as you need them, for as long as you want them.

Among the Councils taking advantage of the service are the London Boroughs of Camden, Lewisham and Merton. Each was facing a different challenge, but all found the solution they needed in the Civica OnDemand team.

Outcomes:

- ▶ ASC financial assessments carried out by skilled, experienced Civica OnDemand personnel
- ▶ Flexible staffing resources to support special projects or business as usual
- ▶ Consistent, high-quality delivery using in-depth knowledge and a 'right first time' approach
- ▶ Faster completion of assessments enabled by access to DWP CIS

Speed

fast completion



Accuracy

'right first time' approach



Flexibility

scalable resources to match your need





Camden frees up financial assessment staff to implement changes to their contributions policy

When Camden Council was introducing significant changes to its contributions policy, it realised additional resources would need to be applied for financial assessments, reviews and home visiting, but knew that recruitment of temporary experienced financial assessors was not possible. Consequently, Camden asked Civica OnDemand to take on a proportion of back-office assessments for non-residential social care users.

Over a nine-month period, two Civica OnDemand team members dealt with 1,500 financial assessments in line with Camden's own processes, using the Council's Mosaic care system, and its Abacus financial assessment system. The support enabled changes to be implemented in full, without impacting on the day-to-day operation or performance of the service.

Delighted with the quality of work and needing to second some of its team to work on other projects, Camden has extended its use of Civica OnDemand to include non-residential users.

"Civica OnDemand provides experienced financial assessment officers who require minimal training on local policy variations before getting up to speed" says David Kinloch, Service Manager at Camden. "Our confidence in the service we receive means we are pleased to extend its use."

"With experienced staff, Civica OnDemand provides support to deliver a timely and accurate financial assessment service.

"Using the OnDemand team over the last 12 months has resulted in us being able to implement changes to our contributions policy, complete our annual reassessments and free up staff to work on other priority areas whilst maintaining our normal business.

"The volume of work they've processed for us has been impressive."

David Kinloch, Service Manager, Camden London Borough Council



Efficient updating of ASC service users' information at Lewisham

Lewisham wanted to review its ASC service users' financial information for the first time in several years, but couldn't spare its own assessors for the project. It considered using scripts in its ContrOCC financial management system, but knew there would be too many exceptions for that to be an efficient approach.

Instead, it approached Civica OnDemand via the Kingston Upon Hull City Council Framework. Using a framework meant that

pre-procurement checks had already taken place, so the Council could engage with Civica OnDemand quickly and confidently. Three Civica OnDemand financial assessors took a case-management approach to the project, which involved:

- ▶ **Checking service users' details in the DWP's Customer Information System (CIS)**
- ▶ **Confirming new information with service users**
- ▶ **Completing income maximisation checks to inform customers of unclaimed benefits**
- ▶ **Updating the ContrOCC system accordingly**

Lewisham was so pleased with the standard of the 636 cases handled in six weeks, it asked Civica On Demand to complete a further 300 cases.

"The expertise of Civica OnDemand enabled efficient completion of the reviews. We're confident we now have accurate, up-to-date financial details for all our ASC service users."

Yvonne Smith, Financial Assessments Manager, Lewisham London Borough Council



Merton's ASC financial assessors are free to focus on customers

Merton Council's two-person team was struggling to handle both the customer-facing and the back-office aspects of ASC financial assessments. To relieve the pressure, the Council asked Civica OnDemand to take on the processing work, so that its own assessors could focus on customer calls and visits.

Over a nine-week period, a member of the Civica OnDemand team processed 134 assessments in the Council's Mosaic system, based on information collected by Merton's officers and checks made in the DWP's CIS. In parallel, the Civica OnDemand assessor carried out income maximisation checks.

Subsequently, Merton asked Civica OnDemand to help it resolve 1,000 errors arising from a financial assessment uprating exercise. Civica OnDemand financial assessors examine the service user's financial details on Mosaic to identify the cause of the error and amend it so that future uprating goes smoothly.

"The Civica OnDemand officers know financial assessments inside out. Being able to call on flexible, reliable support when we need it gives our small team peace of mind."

Lorraine Taylor, Commissioning and Income Manager, Merton London Borough Council.