

CIVICA

ASC financial assessments

Shorten processing times, eliminate assessment delays and maximise income collection

Our skilled and experienced ASC financial assessors are available on demand to help you maintain service levels by handling peaks, clearing backlogs and completing projects.

Main benefits:

- ▶ **Eliminate financial assessment delays**
- ▶ **Maintain service levels during workload peaks or staff shortages**
- ▶ **Improve income collection, and reduce debtor days and write-offs**
- ▶ **Reduce contribution collection time through prompt, effective reviews**
- ▶ **Free up your experts by letting us carry out assessments and other back-office processing.**

“The Civica OnDemand assessors were efficient and effective, and really took the strain off my team. Quality-checking a sample of the cases confirmed that their assessments were accurate.”

Julie Caswell, Financial Support Manager — Adult and Community Services, Dorset County Council

Managing the Adult Social Care (ASC) financial assessment workload can be challenging: you need to ensure that service users are making the correct contributions towards the cost of their care, and that they're receiving all their entitlements.

However, if team members are absent or you're struggling to recruit staff, it's all too easy for a backlog to build up.

Beyond everyday pressures, any major change — such as overhauling your ASC charging policy or migrating to a new financial system — will involve reviewing existing assessments.

But if your team is only just managing to keep its head above water, how can you expect them to take on the extra workload?

In any of these situations, Civica OnDemand can help. Our skilled financial assessors can quickly step in to clear a backlog, complete a project, or support you over the longer term.

Why Civica OnDemand?

Civica's OnDemand personnel can assist your team by carrying out financial assessments — for both residential and non-residential service users — efficiently and accurately.

All our financial assessors:

- ▶ Are familiar with Care Act regulations
- ▶ Are DBS checked
- ▶ Have at least five years' experience in ASC or a similar benefits-related area
- ▶ Can use any ASC financial system.

You don't have to provide Civica OnDemand staff with office space, computers or phones: they work remotely, accessing your systems over PSN-compliant connections. On top of their skills and experience, they have access to the DWP's customer information system (CIS), which boosts the speed and accuracy of their work.



Care Act compliance



Support for safeguarding policies



Consideration for service users' needs

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Easy procurement

Procuring Civica OnDemand services is straightforward. You can use an OJEU-compliant framework, or contract directly with us. For smaller engagements, a purchase order is often all that's needed – no contract or terms and conditions.

Designed to meet your needs

Whether you need one or two people for a few weeks, a larger team to handle a major project, or ongoing support for an indefinite period, we can meet your requirements. We work with you to design the right solution, provision it quickly, and resource it to meet agreed timeframes, and we take responsibility for training our assessors on your local policies and processes.

Flexibility and scalability

There's no minimum spend or long-term commitment – you're never locked in. You can scale the service up and down as your requirements change over time, extend it beyond the original agreement, or switch it off completely if you no longer need it.

A cost-neutral service

In many cases, the Civica OnDemand service will be cost neutral. With Civica eliminating your financial assessment backlog and improving turnaround times, you'll be able to start collecting service users' contributions sooner – reducing debtor days and potential write-offs.

“The Civica team has expert knowledge of our financial system and were able to adapt their skills and knowledge around our local rules and policies, taking into account the regulations of the Care Act.”

Stuart Towse, Financial Support Manager, North Lincolnshire Council

Scope of services

In addition to financial assessments and reviews, we can support you in other ways:

- ▶ Undertake cash personal budget and direct payment account reviews and audits, to ensure funds are spent in accordance with the service user's care and support plan; and optimise income collection through identification of surplus funds
- ▶ Increase your income by recovering misspent funds on your behalf
- ▶ Help you transform your service, by providing guidance on streamlining your ASC financial assessments process to help you save money and improve service delivery.



For more information: Read our case study on ASC financial assessments or contact us: 08453 725 401 | OnDemand@civica.co.uk | www.civica.com/asc