

Client Financial Services

Client Financial Services implement policies and legislation associated with the financial requirements of supporting clients known to Adult Social Care (ASCH & CYPE). Our aim is to ensure that all processes associated with Client Financial Services are administered and developed to deliver maximum benefit for the authority and meet its statutory requirements. We provide specialist financial advice to support clients in relation to their financial assessment, calculated contribution and payment for the services they receive.

Within Client Financial Services there are many different areas of responsibility. Please read on to find out the responsibilities of each of our teams.

The Customer Relationship Team is the first point of contact for any day to day queries.

The team offer advice and guidance on any questions or concerns our customers have with regard to any of the services delivered by Client Financial Services. The Team will generally be the first port of call for any contact made by clients and their families who are known to Adult Social Care. The Customer Relationship Team book all appointments for a Financial Assessment or a review of Benefits to be undertaken.

The Assessment Teams (Residential, Non-Residential & Specialist) conduct Financial Assessments for those clients receiving a chargeable service relating to Adult Social Care. The Financial Assessment is a means test; the outcome of the Financial Assessment will determine whether a client is required to contribute towards the cost of their care which will be collected via a Kentcare Invoice. They also provide expert advice and assistance with matter relating to welfare benefits.

The Business Support Team enable the teams across Client Financial Services to provide a high quality and efficient service. The team lead for the production of the 12,000 Kentcare Invoices which are produced every four weeks (Client Billing). This team are required to provide detailed information and undertake analysis of data in order to ensure accuracy.

The Debt Recovery Team are responsible for the chasing and collection of overdue Kentcare Invoices. Adopting a pro-active collection approach, the team liaise with the client and other key stakeholders to resolve disputes and ensure funds are recovered in accordance with policy and legislation. The team will undertake court action as and when required in order to protect public funds.

The Financial Affairs Team (Residential & Non-Residential) manage the financial affairs for Adult Social Care clients receiving a chargeable service and where there is **no-one** else to assist. The team work in conjunction with the Department for Works & Pensions (Appointeeship) or the Court of Protection (Deputyship).