

Level

Tier

Scope

Joined Up

District, County, Unitary

Revenues and Benefits



Dementia friendly Crawley

Characteristic(s) / CSF(s):
Use of Digital and Technology
Managing Expenditure



Problem and Approach

- Redesign policy for people living with dementia to claim any reduction in Council Tax that they are entitled to. In partnership with 14 other organisations including CCGs, West Sussex County Council, Public Health, NHS Trusts, transport, businesses and voluntary sector organisations, together created Crawley Dementia Alliance.
- Following the flow of the work to identify blockages and barriers. Understanding current processes and systems conditions round legislation. Looking at data to understand customers who may be entitled to a reduction.
- Redesign included staff training, enlisting support from external partners, public awareness promotion, data analysis and customer feedback from those now in receipt of the redesigned service.

Outcomes

- Initial data shows a 30% increase in those accessing this council tax reduction
- 30% increase in claimants receiving a full disregard e.g. make no payment at all
- 100% of new claimants for Severe Mental Impairment had a diagnosis of dementia
- 81% of all SMI claimants had a diagnosis of dementia
- Increase in residents making face to face enquiries
- Increase in residents supplying their own 'evidence' e.g. the diagnosis confirmation received from The Memory Assessment Service
- Reduced requests to GP surgeries for diagnosis confirmation

<https://www.crawleyccg.nhs.uk/news/award-winning-dementia-friendly-crawley-borough-council/>



The public sector transformation partner