



**Information Governance Team**

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10 November 2021

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI370830798**

Thank you for your request for information relating to adult care charging and reviews.

You have requested the following information:

**1. For the most recent date for which data is held, please state the total number of people in the council area that the council has assessed as having to pay for any aspect of their adult social care (including but not limited to home care, day care, community alarms, and other non-residential community care services)**

We assess between 1,400 to 1,600 new clients per year for a financial charge.

**2. How many of the people referred to in response to question 1 are currently in arrears on their social care charges (having missed at least one payment)?** 643.

**3. How many of the people referred to in response to question 1 currently have debt management procedures commenced against them by the council for non-payment of social care charges (i.e. any escalation in debt recovery, e.g. automated reminders, letter before action and referral to debt collection agency)?** 556.

**4. How many of the people referred to in response to question 3 have had their current debts referred to a debt collection agency?** 69.

**5. How many people did the council start court proceedings against relating to non-payment of social care charges each year in 2019/20, 2020/21 and 2021/22 (year to date)? Please provide the figures broken down by year**

Information not held - see below.

**6. What was the collection rate of adult social care charges owed to the council each year in 2019/20, 2020/21 and 2021/22 (year to date)? Please provide the figures broken down by year**

Information not held - see below.

**Please note that questions 7-12 relate to people receiving long-term adult care.**

**7. In 2019/20, how many people receiving council-funded adult care had a review of their adult care package/support plan?**

Information not held - see below.

**8. Of the people in question 7, how many had their package/plan reduced in financial value as a result of the review?**

Information not held - see below.

**9. Of the people in question 7, how many had their package/plan increased in financial value as a result of the review?**

Information not held - see below.

**10. Since 1st April 2021, how many people receiving council-funded adult care have had a review of their adult care package/support plan?**

Information not held - see below.

**11. Of the people in question 10, how many had their package/plan reduced in financial value as a result of the review?**

Information not held - see below.

**12. Of the people in question 10, how many had their package/plan increased in financial value as a result of the review?**

Information not held - see below.

With regards to Questions 6 to 12, we hold the information which you have asked for but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

Whilst we hold the information, the information requested is not held in our systems in an easily reportable format. We have estimated that it would take an officer over 18 hours to manually undertake and trawl through all the relevant records to identify and collated the information and therefore this part of your request has been refused under section 12(2) of the Act.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for

information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**