



## Information Governance Team

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20 February 2024

Dear Sir/Madam

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

**Request ID: FOI575733017**

Thank you for your request for information relating to Social Care charges and enforcement.

You have requested the following information:

#### **1. How many individuals received non-residential social care services, broken down into the following financial years: 2021/22 and 2022/23?**

- The number of people who received long-term services in the community setting during 2022-2023 was 3,358
- The number of people who received long-term services in the community setting during 2021-2022 was 3,255

#### **2. How many people were charged for care and support in non-residential settings, broken down into the following financial years: 2021/22 and 2022/23?**

Financial Year 2021/22 – 2,118 people were charged in non-residential settings

Financial Year 2022/23 – 2,027 people were charged in non-residential settings

Please note: these are figures for individual people – some of these people may have been charged multiple times due to changes in circumstances, services being received etc.

#### **3. How much money in total did the Local Authority receive from social care charging from non-residential care services, broken down into the following financial years: 2021/22 and 2022/23?**

For 2021/22 the total non-residential care charges accounted for was £5.214m and in 2022/23 the figure was £5.342m.

**4. How many individuals, since 1 April 2021 to date, have had debt management procedures commenced against them for non-payment of non-residential social care charges (i.e. any escalation in debt recovery, e.g. automated reminders, letter before action and referral to debt collection agency)?**

We are advising you as per Section 1(1) that we do not record this information and are unable to extract this information from our systems.

**5. How many individuals, since 1 April 2021 to date, have been referred to debt collection agencies for non-payment of non-residential social care charges (this should be a subset of the question 4 figure, as question 4 includes these cases as well as lower level actions)?**

We are advising you as per Section 1(1) that we do not record this information and are unable to extract this information from our systems.

**6. How many individuals have had court proceedings commenced against them relating to non-payment of non-residential social care charges, since 1 April 2021 to date? Please specify how many of these are probate cases.**

Zero. No court proceedings have been issued in this category.

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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**