



Response to Request for Information

Reference FOI 061565
Date 15 June 2015

Social Care Payments

Request and response in 'blue':

1. Please could you tell me how many users of council provided/commissioned adult social care services are currently in arrears?
2,698
2. Please also tell me the amount owed in outstanding social care services payments.
As at 16 June, excluding £2.51 million secured by way of a charging order, the amount of arrears outstanding for all years is £4.67 million
To put this answer in context, in 2014/15 alone just under £20 million was billed for care charges

By social care services I mean in particular:

Care/nursing home fees, home support, day care, outreach and social inclusion, living in Very Sheltered Housing, receiving Supported Living at home or receiving support in a carer's home in the community.

- 3 If possible, what is the largest amount currently owed in arrears by an individual for social care?
£147,933 however this debt is subject to a charging order.
- 4 What does the council do to recover arrears in cases of social care payments?
The recovery process is regulated by the Care Act which introduced a number of requirements in relation to recovery activity. Wolverhampton Council has reviewed its processes to ensure compliance with the Act.

The process is to issue reminders, which may be by letter or by telephone contact, at periodic intervals if a bill remains unpaid. Ultimately debts may be subject to legal action but this would be determined on an individual basis after consideration of any issues of vulnerability.