



Response to Request for Information

Reference FOI 081535
Date 07 August 2015

Adult Social Care

Request and response in 'blue':

I would like to make a Freedom of Information request.

1. In your local authority how many people pay charges for social care, including those who pay for home care, day care, community alarms and other non residential community care services? In 2014? In 2013?
[2013 - 1730](#)
[2014 - 1799 Non-residential \(approx.\) excluding Delivered Meals and Carelink customers.](#)
2. How many people applied for a waiver of these charges in the calendar year 2014? How many in 2013?
[Non-residential Appeals received 2013 - 26, 2014 - 12](#)
3. How many people were granted a waiver of these charges either in full or partially in 2014? How many in 2013?
[Non-residential Appeals granted 2013 - 22, 2014 - 10](#)
4. How people were in arrears of payment of their social care charges of more than 4 weeks in 2014? How many people were in arrears of their payments in 2013?
[During 2014 reminder letters were issued to 783 customers as amounts due had not been paid on time. It is not possible to retrospectively calculate the number of customers in arrears of more than 4 weeks during the year but the reminder cycle aligns with an amount outstanding for 4 weeks or more. Due to a change of computer system at April 2014, retrospective arrears data is no longer available for 2013.](#)
5. How many people had debt management procedures commenced against them for non payment of social care charges in 2014? In 2013?
[Please refer to the answer for question 4.](#)
6. How many people were taken to court to enforce non payment of social care charges in 2014? In 2013?
[None](#)