

37262

How much has the HSCP charged for all non-residential social care services, expressed as a total expected income for 2021/22?

£2,398,042.96

How much debt exists for those charged for non-residential social care, expressed as a total for each of the last 5 years up to and including 2021/22?

Outstanding Balance for:	
2017/18	£79,593.11
2018/19	£93,411.75
2019/20	£100,955.64
2020/21	£603,158.33*
2021/22	£1,952,175.76*

* Please note that up until 2020/21 H&SC used many different department codes to raise their invoices. This was then consolidated into two codes. One code is used for Community Alarm invoices and the other for all other H&SC invoices.

The outstanding figure of £1,080,734.66 for the Community Alarms includes £1,028,376.40 for outstanding invoices issued on 28/03/22 being the last week of the financial year. Customers receiving these invoices are sent a standing order allowing them to pay their charge, by instalments, by March 2023.

Does the HSCP collect this debt and if so, how?

The debt is collected by the Accounts Receivable Team. Once an invoice is raised it follows the following recovery route:

- (i) After 28 days a final notice issued.
- (ii) After a further 14 days a Legal Reminder is issued
- (iii) If still outstanding after another 21 days, then the debt is passed to our secondary collectors (ether Scott & Co or Walker Love) for further recovery action.

Customers invoiced for their Community Alarm are sent a standing order with their invoice allowing them to pay the charge by the end of the financial year. Only if they default on the arrangement will they enter the above recovery process.