

37455

How many adults – excluding those living in a care home - were billed* for s.14 social care charges for long-term care and support in the following financial years? Please break down the figures into those aged 18-64 and those aged 65+ for each.

- i) 2019/20 - 10364 Invoices issued
- ii) 2020/21 - 8092 Invoices issued
- iii) 2021/22 - 6293 Invoices issued

* Please include those who were billed but have not yet paid

How many adults – excluding those living in a care home - had debt management procedures commenced against them for the non-payment of s14 social care charges for long-term care and support in the following financial years? This includes individuals contacted at any stage of the debt recovery process. Please break down the figures into those aged 18-64 and those aged 65+ for each. This may include individuals who are now deceased.

As of 1 April 2022, how many adults – excluding those living in a care home - were involved in a debt recovery process for the non-payment of s14 social care charges for long-term care and support? This includes individuals at any stage of the debt recovery process. Please break down the figures into those aged 18-64 and those aged 65+, and how much was owed in total by these individuals to the local authority. This may include individuals who are now deceased.

In how many cases, where an adult – excluding those living in a care home - has had debt management procedures against them for the non-payment of s14 social care charges for long-term care and support, has the local authority waived those debts in the following financial years? Please break down the figures into those aged 18-64 and those aged 65+ for each. This may include individuals who are now deceased.

Unfortunately, we have only been able to provide you with part the information you have requested, as the cost to the Council of locating, retrieving and providing you with the information exceeds the statutory maximum of £600.

We are unable to provide a further breakdown as our system does not hold that granular level of data. The system is at end of life and in the process of being replaced and the MI available does not support the level of this query.

To provide this information, we would need to look at each of the 24,749 invoices issued and to then track back to the individual's account to ascertain their age and if there is a debt management process in place. At an estimated time of 5 minutes per invoice, this task would take an officer around 2,062 hours.

In the following financial years, how many adults have had legal action brought against them for the non-payment of s14 social care charges for long-term care and support? Please break down the figures into those aged 18-64 and those aged 65+ for each. This may include individuals who are now deceased.

- i) 2019/20
- ii) 2020/21
- iii) 2021/22

No legal action has been brought for the non-payment of s14 social care charges for the last 3 years.

In how many of those cases in answers 4i, 4ii and 4iii has this resulted in criminal action being taken? Please break down the figures by the following financial years, and into those aged 18-64 and those aged 65+ for each:

- i) 2019/20
- ii) 2020/21
- iii) 2021/22

No criminal action has been taken. This is not applicable to the debt recovery process.

Is your debt recovery process, with regard to s14 social care charges, currently managed internally (ie within the local authority) or externally (ie by a private company instructed by the local authority)? Please explain.

The debt recovery is overseen by the Council's 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 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.

If the debt recovery process is currently managed externally, what is the name of the private company or companies currently being instructed by the council?

The Council uses two sheriff officers as secondary collectors to recover any debt. They are:
Scott & Co (Scotland) LLP
Walker Love Recoveries

If legal action is required, then the Council uses the following solicitor:
Anderson Strathern LLP