

24 June 2022

Our Ref: RFI 44978

Dear

**Freedom of Information Act 2000
Information in Relation to Social Care Charges Debt Recovery**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 9 June 2022.

A response to each of the questions raised has been provided by the Finance Services Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**Rebecca Manning
Information Governance Assistant**

Q1. How many adults – excluding those living in a care home - were billed* for 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.

- a. 2019/20
- b. 2020/21
- c. 2021/22

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

A1. There have been no adults billed for social care charges for long-term care and support within the Trust during the specified dates.

Q2. How many adults – excluding those living in a care home - had debt management procedures commenced against them for the non-payment of 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.

- a. 2019/20
- b. 2020/21
- c. 2021/22

A2. There have been no adults that have had debt management procedures commenced against them for the non-payment of social care charges for long-term care and support within the Trust during the specified dates.

Q3. As of 1 April 2022 (or at the time of responding to this FOI, if data for 1 April 2022 is not available), how many adults – excluding those living in a care home - were involved in a debt recovery process for the non-payment of 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 Trust. This may include individuals who are now deceased.

A3. There have been no adults that were involved in a debt recovery process for the non-payment of social care charges for long-term care and support within the Trust during the specified timeframe.

- Q4. In the following financial years, how many adults have had legal action brought against them for the non-payment of 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.**
- a. 2019/20**
 - b. 2020/21**
 - c. 2021/22**
- A4. There have been no adults that have had legal action taken against them for the non-payment of social care charges for long-term care and support within the Trust during the specified dates.
- Q5. 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:**
- a. 2019/20**
 - b. 2020/21**
 - c. 2021/22**
- A5. Not Applicable, I refer you to the response to Question 4.
- Q6. a. Is your debt recovery process, with regard to social care charges, currently managed internally (ie within the Trust) or externally (ie by a private company instructed by the Trust)? Please explain.**
- b. 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?**
- A6. a & b. The debt Recovery process is first of all undertaken by the Trust credit control team, with escalation to the Business Services Organisation (BSO) Director of Legal Services thereafter. The BSO are part of the NHS in Northern Ireland.

Q7. 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 social care charges for long-term care and support, has the Trust 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.

a. 2019/20

b. 2020/21

c. 2021/22

A7. Not Applicable, I refer you to the response provided to Question 2