

Response to Request for Information

Reference FOI 000297
Date 22 July 2016

Adult Social Care Income

Request:

I am undertaking some research on Adult Social Care Client income and would be grateful if the attached spreadsheet could be completed.

[Please see our responses on the next page.](#)

Adult Social Care Client Income Questionnaire	
Name of Council	Wolverhampton
Contact name	FOI Team
Contact tel no.	01902 556556
Contact email address	FOI@wolverhampton.gov.uk

		age group		Total
		18-64	65+	
A	as at 31/03/2016 the number of service users receiving Adult Social Care:			
A1	in registered residential care	248	882	1130
A2	in non-residential care	787	1307	2094
A3	total	1035	2189	3224

The above information for Section A is data taken from the SALT return and so only includes long term services.

B	as at 31/03/2016 the distribution of financial assessments (number of service users) for non-residential care where:			
B1	assessment is zero	172	150	322
B2	less than £10 per week (excluding zero)	370	263	633
B3	£10.00 to £19.99 per week	0	5	5
B4	£20.00 to £29.99 per week	8	4	12
B5	£30.00 to £49.99 per week	5	13	18
B6	£50.00 to £69.99 per week	134	404	538
B7	£70.00 to £99.99 per week	88	362	450
B8	above £100 per week (excluding full cost)	0	0	0
B9	full cost	8	135	143

C	as at 31/03/2016 the distribution of financial assessments (number of service users) for registered residential care where:			
C1	assessment is zero	69	13	82
C2	less than £50 per week (excluding zero)	12	2	14
C3	£60.00 to £69.99 per week	9	0	9
C4	£70.00 to £79.99 per week	83	1	84
C5	£80.00 to £89.99 per week	47	2	49
C6	£90.00 to £99.99 per week	45	2	47
C7	£100.00 to £109.99 per week	4	2	6
C8	£110.00 to £129.99 per week	53	198	251
C9	£130.00 to £149.99 per week	11	162	173
C10	£150.00 to £179.99 per week	8	86	94
C11	£180.00 to £199.99 per week	1	56	57
C12	above £200 per week (excluding full cost)	5	132	137
C13	full cost	7	171	178

D	registered residential care from 01/04/2015 to 31/03/2016:			
D1	number of new service users	23	299	322
D2	number of closed service users	48	298	346
D3	number of new financial assessments	23	299	322
D4	number of financial reassessments	332	606	938
D5	number of final accounts issued	*	*	*

E	non-residential care from 01/04/2015 to 31/03/2016:			
E1	number of new service users	105	442	547
E2	number of closed service users	169	432	601
E3	number of new financial assessments	126	727	853
E4	number of financial reassessments	383	1761	2144
E5	number of final accounts issued	*	*	*

With reference to E1 - Data taken from SALT return. Where a person had multiple starts they are only counted once.

With reference to E3 - New assessment is where no existing financial arrangement is in place or one has ended more than 14 days prior to the start of an assessment.

F	number of fte staff involved: (to include management supervision / technical support)			
F1	financial assessments - registered residential care			6
F2	financial assessments - non-residential care			3.5
F3	managing billing process			1.5
F4	Welfare Benefits advice (*)			2
F5	managing debt			2
F6	other means-tested assessments e.g. Housing Benefit			0
F7	Total fte			15
F8	(*) Please state level of service e.g. first tier claims advice or second tier disputes and appeals representation	Second Tier		

G	annual reassessment process	
G1	briefly describe your process, eg automatic uplift, sending a form for completion to each service user by post	Under review. 2015/16 - form sent out. Proposed 2016/17 - automatic uplift with letter to customer to confirm.
G2	when does the exercise start	2015/16 - March 2016; 2016/17 - November/December 2016
G3	when is it completed	2015/16 - End of July 2016; 2016/17 - April 2017
G4	do you backdate to April when reassessment completed	Yes - residential. Non-residential - Banded contribution already notified to customer prior to increase. Reassessment is a review process to check in correct band and no change of circumstances.

H	clients in a registered residential care home	
H1	when advised of a new placement do you raise an interim charge immediately, pending completion of financial assessment	Interim full charge where no information provided. FA completed within a week of Service Agreement being loaded.
H2	do you backdate to placement start date when assessment completed	Yes unless a backdated Service Agreement is loaded.

With reference to the above table, where responses have been marked * it has been established after careful consideration that the Council does not hold the information. Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".