

Response to Request for Information

Reference FOI 000303
Date 25 July 2016

Adult Social Care Income

Request:

Adult Social Care Income

I am undertaking some research on Adult Social Care Client income and would be grateful if the attached could be completed and returned to me by email. Please treat this as a Freedom of Information request.

Adult Social Care Client Income Questionnaire	
Name of Council	City of Wolverhampton Council
Contact name	Tracey Richards
Contact tel no.	01902 552493
Contact email address	Tracey.Richards@Wolverhampton.gov.uk
Do you invoice 4 weekly or monthly?	4 weekly

		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

B	value of bills raised from 01/04/2015 to 31/03/2016			
B1	in registered residential care			*Not known
B2	in non-residential care			*Not known
B3	total			18,596,946.77

C	number of bills normally raised in a typical payment period:			
C1	in registered residential care			*Not known
C2	in non-residential care			*Not known
C3	total			*Not known

[NOT PROTECTIVELY MARKED]

D	value of Client debt brought forward as at 31/03/2015 included in B above			
D1	in registered residential care			*Not known
D2	Deferred Payment Agreements			2,393,717.23
D3	3rd Party Top Up			*Not known
D4	in non-residential care			*Not known
D5	total			5,525,430.41

E	number of fte staff involved: (to include management supervision / technical support)			
E1	managing printing and despatch of invoices			0.2
E2	managing amount paid to client account			automated
E3	managing debt Adult Social Care			2

F	Payment Methods Indicate which payment methods are made available:	Y/N
F1	Direct Debit	Y
F2	Standing Order	Y
F3	BPIS at Bank/PO	N
F4	by Post	Y
F5	at a Local Office	Y
F6	at main Office, eg Civic Centre	N
F7	Other, please specify - Automated Telephone Payment, web payments, enforcement agents, paypoint, payzone and post office, dwp	Y

G	Approx what % of debt is paid by these methods:	%
G1	Direct Debit	*
G2	Standing Order	*
G3	BPIS at Bank/PO	*
G4	by Post	*
G5	at a Local Office	*
G6	at main Office, eg Civic Centre	*
G7	Other, please specify	*

H	What is the approx value received by these methods per period:	£
H1	Direct Debit	*
H2	Standing Order	*
H3	BPIS at Bank/PO	*
H4	by Post	*
H5	at a Local Office	*

H6	at main Office, eg Civic Centre	*
H7	Other, please specify	*

I	For Direct Debt (DD) only: If DD is an option what is the split between Residential & Non-Residential for:	Res	Non-Res
I1	Approx % of invoices paid by DD per period	*Not known	*Not known
I2	Approx value of invoices paid by DD per period	*Not known	*Not known

*In response to your request, we can confirm that following careful consideration, the Council regrets to inform you that it has decided not to disclose this information. Information you have requested has been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In summary, we cannot easily gather this information via a report. In order to determine the information you have requested, we would need to manually interrogate various systems and check each individual record. This would be a manual exercise and as such we believe the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

If you can narrow down your request the Council will look into the matter again and may be able to provide the information free of charge because it would cost less than the appropriate limit to do so. Any reformulated request the department receives from you will be treated as a fresh FOI request.