



## Information Resilience and Transparency

Please ask for: Kelly Leeson  
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Date: 27 January 2020

Dear Mr Tomlinson

Thank you for your request for information made under the Freedom of Information Act (FOIA) 2000 relating to care costs. Please see the response provided below:

**(1) For each of the last five years, how many financial assessments have you undertaken in relation to care costs?**

**(2) For each of the last five years, what is the average time taken to conclude financial assessments?**

<b>Financial Year</b>	<b>Non-Residential Total</b>	<b>Residential Total</b>	<b>Total assessments completed</b>	<b>Average time to complete (Days)</b>
14-15	7276	4775	12051	10.9
15-16	7547	4643	12190	9.1
16-17	7402	4654	12056	9.4
17-18	6883	4435	11318	9.9
18-19	6169	4312	10481	11.9

**(3) For each of the last five years, in how many financial assessments did you conclude there had been a deliberate deprivation of assets?**

*KCC do not currently record this information.*

**(4) For each of the last five years, what is the overall sum you have recovered through identifying deliberately deprived assets?**

*KCC do not currently record this information.*

**(5) Do all of your communicated decisions regarding financial assessments inform the applicant of: (a) any right of appeal or review; and (b) their right to contact the Local Government Ombudsman?**

*The letters produced by Client Financial Services do not inform the applicant of a right of appeal. However, Kent County Councils "Charging for Care provided in your own*

*home and support in the community” and “Charging for Residential Care” information booklets state that if a person disagrees with the outcome of the assessment they should first speak to the person who completed the assessment. These booklets are provided by Adult Social Care at the beginning of any placement.*

*The right to contact the Ombudsman is included in any formal complaint response investigated via the Customer Care team.*

**(6) For each of the last five years, how many appeals have there been from financial assessment decisions.**

*KCC do not have a formal appeal process.*

**(7) Please can you provide any internal training materials used which relate to deliberate deprivation of assets?**

*KCC do not have any internal training materials relating to deliberate deprivation. We are guided by the Care Act and Kent County Council Policy. We seek Legal Advice as required.*

If you are unhappy with this response, and believe KCC has not complied with legislation, you have 40 working days from the date of this response to ask for a review. You can do this by following our complaints process; details can be found at this link <https://www.kent.gov.uk/about-the-council/complaints-and-compliments#tab-10> on our website. Please quote reference 11171877.

If you remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with the Freedom of Information Act 2000. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner’s website <http://ico.org.uk/concerns>

Yours sincerely

Kelly Leeson  
Information Access Officer