

Jon Abrams

23 February 2022

Our ref: 6654067

Dear Jon Abrams

Thank you for your request for information received on 28 January 2022 concerning Please could I have the following information relating to adult users of social care in NON-RESIDENTIAL care settings:

- 1) How many people failed to take up social care services - due to the care charges - following a financial assessment broken down into the following financial years 2018/19, 2019/20 and 2020/21?
- 2) How many people have given up on social care support - due to ongoing care charges - broken down into the following financial years 2018/19, 2019/20 and 2020/21?
- 3) Do you monitor the on-going health and well being of people who who do not take up charged local authority social care services following a financial assessment or those who have given up on social care support due to ongoing care charges?.

This request is being handled under the Freedom of Information Act 2000.

I am writing to inform you that we have searched our records and some of the information you requested is not held by Harrow Council. Questions 1 and 2, we do not hold this information in a recordable format and if we were to try to seek this data elsewhere, it would take us over the 18hrs statutory limit for us to collate this data.

I have detailed below the information that is held.

- 3) Do you monitor the on-going health and well being of people who who do not take up charged local authority social care services following a financial assessment or those who have given up on social care support due to ongoing care charges?

*We do not currently follow up on people who stop their services however if anyone rings in about the situation we will follow up. There have been occasions where we have waived charges as we do not feel it is safe to stop the service*

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office, Wycliffe House,  
Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <http://www.ico.org.uk/complaints/handling/complain>

There is no charge for making an appeal.

Yours faithfully

Rain Riley

Data Protection Act and Freedom of Information Lead Officer

Strategy & Commissioning

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