

Reference: 23616589  
Date: 16 February 2022

Dear Jon Abrams

**Re: Freedom of Information Act 2000**

We write in reference to your Freedom of Information request as shown below;

*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 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?*

Section 1 of the Freedom of Information Act 2000 provides two distinct but related rights of access to information which impose corresponding duties on public authorities. These are:

- The duty to inform the applicant whether or not information is held by the authority and, if so,
- The duty to communicate that information to the applicant

Searches were conducted within the London Borough of Barking and Dagenham Council to locate the information and we can now confirm that the Council does not hold any information relative to your request partly because Financial Assessments are not made aware when a care package fails to be taken up or ceases after a financial assessment.

**Internal Review Procedure**

If you are dissatisfied with the handling of your request then you have a right under Section 50 of the Act to request an internal review. All such requests must be sent to us within 8 weeks and must clearly state your reference number and your reason for your request for an internal review.

We will respond to your request for an internal review within 20 working days of receipt. Your request for an internal review should be sent by email to [foi@lbbd.gov.uk](mailto:foi@lbbd.gov.uk) quoting your FOI reference number.

**Information Commissioners Office**

Should you remain dissatisfied with the final outcome of the internal review then you may apply directly to the Information Commissioner (the "ICO") for an independent review. The ICO is the Government's Independent Body responsible for overseeing the Freedom of Information Act 2000, the Data Protection Act 1998 and The Environmental Information Regulations 2004. Please note the ICO will only review cases that have exhausted the council's internal review procedure. All correspondence to the ICO must quote the council's reference number and your reasons for your appeal. The ICO's contact details are as follows:-

The Information Commissioners Office,  
Wycliffe House,  
Water Lane, Wilmslow,  
Cheshire,  
SK9 5AF.

More information can be found at the ICO's website at <http://www.ico.org.uk> If you have any further enquiries about this matter, please do not hesitate to contact us by emailing [foi@lbbd.gov.uk](mailto:foi@lbbd.gov.uk)

We trust you find the above to be satisfactory but should you have any queries please do not hesitate to contact us.

Yours faithfully

The FOI Team