

## Appendix 1

The table below outlines a sample of cases where the client:

- is known to have capacity and is in control of their finances, and
- has received the requisite income to make payment (since the client contribution is calculated solely on the basis of income received and any known savings / capital), and
- is wilfully refusing to pay their contribution. In these cases, the Council will have exhausted all options with the client, the care manager and senior ASC care officers, and the Council's only option, other than writing off accruing debts, would be to pursue court action.

Client Name	Summary of Actions taken
<p><b>Mr A</b> <b>Service User</b> <b>Homecare</b> <b>Services</b></p> <p>Debt £5,702.37 Date of earliest invoice 23.10.2020</p>	<p>04/12/2020: First contact with client after invoices and dunning (reminder notices)</p> <p>Client refuses to pay, claims his solicitor advised against it but will not provide solicitor's details. Client's son is trying to assist but there is no progress. Care management have advised the client of the debt and have advised ASC Debt Recovery Team that there is no impediment to his ability to understand the issue or to deal with the invoice payments.</p> <p>Service has now ceased, Client happy for us to take him to court.</p>
<p><b>Mr B</b> <b>Homecare</b> <b>Services</b></p> <p>Debt £4,202.17 Date of earliest invoice 16.01.2019</p>	<p>08/11/2019: First contact with client after invoices and dunning.</p> <p>Client refuses to pay, claims he cannot afford it. Bank statements showing that he is overdrawn each month due to spending on luxury items such as jewellery. Client's initial charges were £3.04 pw but have increased to £50.28pw due to increased care. Client receives an additional attendance allowance of £60pw which is intended to pay towards his care costs.</p> <p>Care management have advised that there is no impediment to client's ability to understand the issue or to deal with the invoice payments. Debt accumulating at £225 per month.</p>