

**Compliance Team – Health Records**

Kestrel House  
Hellesdon Hospital  
Drayton High Road  
Norwich  
Norfolk  
NR6 5BE

Tel: 01603 421687  
Fax: 01603 421411

## FOI REQUEST NUMBER 269- 2015

**Request:**

1. Total level of aged trust debt.
2. Total level of written off trust debt for the 2015/16 financial year.
3. Total number of staff employed in debt recovery.
4. Total debt identified in 15/16, 14/15 and 13/14.
5. Total invoices paid by value in 15/16, 14/15 and 13/14.
6. Total value of all bad debt/number of cases held by trust.
7. % of debt originating from customers who reside inside in the EU.
8. % of debt originating from customers who reside outside the EU.
9. % of debt originating from customers who reside in the UK.

**Response:**

1. (As at 30<sup>th</sup> Sept 2015) - £4,030,043.
2. £6,665.51

3. N/A outsourced service
4. For 15/16 (as at 30/09/15) £4,030,043. Total debt for previous years is available in the published accounts.
5. Total invoices paid by value in 14/15 and 13/14 are in the published accounts (better payment practice code note). As publically available this should be OK. For 2015/16 so far, we have paid £50.46m of invoices so far.
6. N/A – cases of bad debt held by outsourced service. Here are the number and value cases currently with our debt collection agency:

Year	Data	
	Count of Year	Sum of current Bal
2014-2015	19	24501.3
2015-2016	19	24043.03
Grand Total	38	48544.33

7. 100%
8. 0%
9. 100% (as UK is within EU this is duplicated)