

Adults and Safer City Scrutiny Panel

11 July 2016

Report title	Better Care Technology – Update	
Cabinet member with lead responsibility	Councillor Sandra Samuels Cabinet Member for Adults	
Wards affected	All	
Accountable director	Linda Sanders , Strategic Director, People	
Originating service	Commissioning , Older People	
Accountable employee(s)	Paul Smith	Head Of Commissioning - Older People
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**Report has been
considered by**

Recommendation(s) for action

The Panel is recommended to:

Receive this report as an update.

1.0 Purpose

- 1.1 To provide an update to Adults and Safer City Scrutiny Panel on the progress of the recommendations made at Cabinet on November 2015.

2.0 Background

- 2.1 The expansion of the Better Care Technology offer across Wolverhampton is an integral part of the city's 'Promoting Independence policy' and the 'Home First Approach' to support people to remain independent within their own home and community, with an objective to increase those benefitting from the service by 3000 new users by end of 2018.

- 2.2 In November 2015 Cabinet approved the following recommendations:

"In principle subject to final confirmation of the financial implications, the progression of the Better Care Technology Offer and to partner with Wolverhampton Homes (WH) to drive and deliver the significant service developments that will be required.

Delegate authority to the Cabinet Member for Adults, Cabinet Member for Resources, in consultation with the Strategic Director for People and the Director of Finance to agree the partnership arrangements with Wolverhampton Homes.

The progression of discussions with the West Midlands Fire Service (WMFS) to explore a collaborative approach for the delivery of the Better Care Technology Offer."

- 2.3 On 5 April 2016 Cabinet (Resources) Panel agreed to delegate authority to the Cabinet Member for People, in consultation with the Strategic Director for People, to approve the award of a contract for Telecare Call Handling Platform when the evaluation process is complete.

3.0 Progress, options, discussion, etc.

- 3.1 The provision of the Telecare Mobile Responder Service commenced on 4 April 2016 with WMFS; by end of May 2016 the mobile responder had been called out on 386 occasions, with 49% relating to a fall in the home.
- 3.2 Early discussions with Wolverhampton Homes have taken place regarding the provision of additional resources to supplement the Council's installation capacity, with WH resources receiving installation training and supporting installations relating to hospital discharge packages since mid-December 2015.
- 3.3 The increased profile of Telecare is resulting in increased referrals and higher rates of resulting installations. There have been 379 Telecare and Carelink referrals resulting in 279 installations since 17 March 2016.
- 3.4 Following the approval at CRP on 5 April 2016, specification, Invitation to Tender (ITT) evaluation questions and contractual requirements have been collaboratively developed

in conjunction with colleagues in Information and Communication Technology (ICT) and Procurement.

- 3.5 A requirements document for the future delivery of the call monitoring function with proactive outbound calling has been circulated and submissions returned by Wolverhampton Homes and the Customer Service Centre; initial evaluation and recommendations have been undertaken and is under consideration.
- 3.6 The restructure with the aim of combining the existing Telecare and Carelink into one service is currently in progress. The new model will provide one single offer to the wider public.
- 3.7 The procurement of the call handling software platform in line with current procurement timelines will result in an anticipated go-live date of the outward bound calling solution in February 2017.
- 3.8 Proactive outbound calling can still commence earlier within 2016 using a manual process to ensure service users benefit from proactive calling focussing on preparing for winter.

4.0 Financial implications

- 4.1 The combined budget for Telecare, Carelink and the responder service is £1.1 million funded from a contribution from the General Fund and Housing Revenue Account. An element of this budget relates to a contribution towards the 24 hours control centre. The new model will be delivered within existing budgets.
- 4.2 Enhanced Better Care Technology is a crucial part of the Adult Social Care offer which will embrace early targeted intervention, preventing escalation into more expensive intensive support packages. The Better Care Technology offer will require additional investment and further work is being undertaken to identify the required investment and how any shortfall will be funded.

[AS/23062016/P]

5.0 Legal implications

- 5.1 There are no legal implications associated with this report at this stage.

[TS/23062016/C]

6.0 Equalities implications

- 6.1 This will continue to be monitored.

7.0 Environmental implications

- 7.1 There are no environmental implications associated with this report.

8.0 Human resources implications

- 8.1 There are human resource implications associated with this report. The recommendations will be implemented in line with the Council's Human Resources Policies and Procedures and negotiations with Trade Unions

9.0 Corporate landlord implications

- 9.1 There are no corporate landlord implications with this report.

10.0 Schedule of background papers

- 10.1 NA