

Report

Report to:	Social Work Resources Committee
Date of Meeting:	7 September 2022
Report by:	Director, Health and Social Care Executive Director (Finance and Corporate Resources)

Subject:	Strengthening Community Alarm Digital Capabilities
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ update the Committee on proposals to utilise capital funding to recruit a digital alarm implementation team to the Council's analogue to digital telecare programme; and to utilise slippage from the Home First programme to support the community alarm service redesign and analogue to digital programme

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the content of the report be noted;
- (2) that the proposals outlined in section 4 with regards to additional staffing be approved; and
- (3) that the additions to Social Work Resources establishment as outlined in section 6, be approved.

3. Background

- 3.1. In 2025 telecommunication companies will switch off the public switched telephone network (PSTN) in the UK, switching every home phone to an internet-based digital connection (instead of a traditional copper-wire landline).
- 3.2. Of the approximately 9,000 community alarm service users in South Lanarkshire, circa 7,000 have dispersed analogue alert alarms in their homes which help them to live safely and well at home for longer. These analogue alert alarms will not be compatible with a digital connection, and so need to be replaced with compatible digital telecare alarms and peripherals to ensure that our community alarm service users continue to receive a reliable and safe service.
- 3.3. The Council has a well-established analogue to digital programme (A2D) to address the PSTN switch off. As the A2D programme has developed and the Council is moving towards the procurement of a digital alarm receiving centre (ARC), its project review board (PRB) has identified the requirement to establish a digital alarm implementation team to support the transition from the current analogue service to a digital telecare service. This will ensure the appropriate resources are in place to support the ongoing delivery of a modern and effective life critical digital telecare service.

4. Current Position and Proposals for Funding

- 4.1. Technology Enabled Care plays a pivotal role in achieving the strategic goal of supporting people to live independently and safely at home and in doing so supports the Social Care Resource Plan's delivery of a key direction within the South Lanarkshire Integration Joint Board's (IJB's) Strategic Commissioning Plan of managing the pressures on unscheduled care.
- 4.2. The migration of telecom customers to digital voice over internet protocol products has already begun and is anticipated to accelerate significantly over the coming months. Approximately 500 digital alert alarms have already been installed in South Lanarkshire community alarm service users' homes as a result of the migration to digital products.
- 4.3. The current arrangement is for the assistive Technology Enabled Care (TEC) team to programme the required digital alarms which are then installed by the contracted assistive technology installer (Care and Repair). The connectivity of each alarm is monitored on the device management platform and appropriate action taken should there be any issue with connectivity. However, this arrangement is not sufficient to support the scale of programming, installation and monitoring required for a further 6,500 digital alert alarms.
- 4.4. The PRB have confirmed capital funding for the following implementation team posts (funded through the A2D programme):
 - ◆ 4FTE technology assistants funded via capital funding fixed term for 23 months
 - ◆ 2FTE digital telecare assistants funded via SLC capital funding fixed term for 23 months
- 4.5. Further analysis has identified that there would be a gap in programming and monitoring capability out of hours and over weekends (resulting in programming, installing and monitoring of digital alarms only occurring Mondays to Fridays during working hours). Consequently, the recruitment of an additional 2 digital telecare assistants was recommended to ensure a sustainable 7 days working arrangement for a fixed term period of 23 months. Funding for these fixed term posts has been identified from the slippage in the Home First programme expenditure (as the ringfenced funding from Scottish Government for that programme can be used for telecare and digital investment that manages the pressures on unscheduled care).
- 4.6. The transition to digital telecare also provides the ideal opportunity to redesign the community alarm service to an anticipatory and proactive model. The Health and Social Care Partnership (HSCP) has secured £15,000 from national Technology Enabled Care funding to part-fund a fixed term (23 months) post to lead the redesign process with national team support to adopt the Scottish Approach to Service Design. Funding for the rest of this fixed post has been identified from the slippage in the Home First programme expenditure (as the ringfenced funding from Scottish Government for that programme can be used for telecare and digital investment that manages the pressures on unscheduled care).

5. Next Steps

- 5.1. Subject to approval and successful recruitment, the above postholders will join the assistive TEC team. The impact of the funding will be monitored by the A2D PRB.

6. Employee Implications

- 6.1. The following posts will be added to the Social Work Resources establishment on a 23 month fixed term basis as detailed below:

Post	Proposed Number of Posts	Grade	SCP Range	Hourly Rate	Annual Salary	Gross Cost inc on costs 31.55%	Total Costs
Project Manager	1	Grade 4 level 2 - 5	82-88	£24.16 - £26.44	£44,089 - £48,250	£58,000 - £63,473	£58,000 - £63,473
Digital Telecare Assistants	4	Grade 2 level 2 - 4	55-57	£16.35 - £16.85	£29,837 - £30,749	£39,251 - £40,451	£157,004 - £161,804
Technology Assistants	4	Grade 1 Level 1 - 2	20-23	£10.04 - £10.48	£18,322 - £19,125	£24,103 - £25,159	£96,412 - £100,636
Total	9						£311,416 - £325,913

*propose that the current post title of telecare development assistant is changed to digital telecare assistant to reflect the main priority of the post being digital telecare rollout programme.

7. Financial Implications

- 7.1. The financial implications of the proposals for the fixed period is £0.624m and funding is available from a number of sources.
- 7.2. £0.015m has been received from Scottish Government Technology Enabled Care funding towards the Project Manager post.
- 7.3. Capital funding £0.360m has been approved from the A2D programme for the 4 Technology Assistants and 2 Digital Telecare Assistants.
- 7.4. The balance required will be funded from the slippage that has arisen for the phased implementation of the Home First programme, with £0.249m of this slippage earmarked to fund these posts.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no implications for Climate Change, sustainability or the environment in terms of the information contained in this report.

9. Other Implications

9.1. The proposals contained in this report will contribute to the mitigation of a number of risks within the Social Work Resources Risk Register, notably:

- ◆ Community Alarms - Failure to properly prepare and successfully transition from the current analogue services to a digital solution within the pre-determined timescale. (very high)
- ◆ the Council does not fully deliver the strategic outcomes of the IJB as outlined in their Strategic Commissioning Plan (very high)

9.2. There are no other issues associated with this report.

10. Equality Impact Assessment and Consultation Arrangements

10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

Soumen Sengupta

Director, Health and Social Care

Paul Manning

Executive Director (Finance and Corporate Resources)

19 August 2022

Link(s) to Council Values/Priorities/Outcomes

- ◆ Focused on people and their needs
- ◆ Ambitious, self-aware and improving
- ◆ We will work to put people first and reduce inequality
- ◆ We will work to recover, progress and improve
- ◆ Caring, connected, sustainable communities
- ◆ People live the healthiest lives possible

Previous References

- ◆ none

List of Background Papers

- ◆ none

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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