

Report

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| Report to: | Social Work Resources Committee |
| Date of Meeting: | 17 March 2021 |
| Report by: | Director, Health and Social Care Executive Director (Finance and Corporate Resources) |

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| Subject: | Analogue to Digital Telecare Project |
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ update the Committee on Scottish Government funding within Social Work Resources to support the delivery of the Council's transition from Analogue to Digital Telecare Project
- ◆ seek approval for additions to the establishment to support the delivery of the Analogue to Digital Telecare Project

2. Recommendation(s)

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

- (1) that the addition to the establishment on a fixed term basis of 3.0 FTE Technology Assistants (A2D Auditor) posts, as detailed in Section 6.1, be approved; and
- (2) that the reconfiguration of vacant hours to a fixed term 1 FTE Telecare Development Assistant post, also detailed in Section 6.1, be approved.

3. Background

- 3.1. Telecommunication companies are moving to newer digital technology known as 'Voice Over Internet Protocol' (VOIP) which can support both broadband and phone services. The Public Switched Telephone Network (PSTN) will then be switched off.
- 3.2. An Analogue to Digital (A2D) Project has been established with appropriate governance arrangements. This project has to propose a service delivery model and oversee its implementation by 2023, in advance of the PSTN being switched off.
- 3.3. Resources have been assigned to co-ordinate and deliver the transition from A2D Telecare Community Alarm Services with South Lanarkshire Council (SLC) and Lanarkshire Health and Social Care Partnership (HSCP). These staff are actively moving forward with a range of preparatory work.

- 3.4. There are currently nearly 10,500 residents in receipt of Telecare/Community Alarm Services across South Lanarkshire. The successful delivery of a digital solution will ensure that they continue to receive a quality and reliable service which aims to protect them from risk and harm.
- 3.5. Understanding the current service and equipment provision is a key area in terms of preparation. The proposed posts will allow the 3 FTE fixed term posts to be employed to carry out a detailed audit of the equipment in use across the current Telecare service user estate.

4. Resourcing Requirements

- 4.1. The Technology Assistant (A2D Auditor) posts will capture key data that will help inform the development, design and subsequent delivery of a digital Telecare Service for South Lanarkshire.
- 4.2. The key tasks the post holders will carry out include;
- ◆ conducting visits to service users' homes to review and record Community Alarm Service equipment, and where appropriate carry out a test call
 - ◆ using appropriate technology to input captured information from home visits into SWiSplus
 - ◆ actively respond to instances where telecommunications companies have installed digital hubs. Visit service users at home and resolve any associated community alarm equipment issues
- 4.3. It is proposed that the reconfiguration of vacant hours from a Telecare Development Worker post and a Planning and Support post are used to create a fixed term 1 FTE Telecare Development Assistant post. The proposed Telecare Development Assistant post will support the Telecare audit process by co-ordinating the Telecare Assistants (A2D auditor) home visits to approximately 7,500 Community Alarm Service users across South Lanarkshire. The post holder will also assist with a range of assistive technology, Telecare and asset audit data collation and amalgamation activities, and update new and existing management information reports.

5. Current Position

- 5.1. The Scottish Government through NSS TEC has granted funding to SLC to deliver specific work in relation to the Council's transition from the current analogue service to a digital Telecare solution.
- 5.2. Funding has been approved by the Council to match fund the SG NSS TEC grant award.
- 5.3. The combined allocation will enable a small team to be established for a specific period of time who will work under Social Work's Planning and Support Team to gather and process critical information relative to Telecare in-home technology.

6. Employee Implications

- 6.1. Employee implications are detailed below and the posts added to the establishment for a period of 12 months.

| Post | Proposed Number of Posts (FTE) | Grade | SCP Range | Hourly Rate | Annual Salary | Gross Cost inc on costs 30.3% | Total |
|---|---------------------------------------|------------------------|------------------|--------------------|----------------------|--------------------------------------|---------------------|
| Technology Assistant | 3 | Grade 1 Level 1 -2 | 20 -23 | £9.60 – £10.04 | £17,519 - £18,332 | £22,827 - £23,873 | £68,481- £71,619 |
| Telecare Development Assistant (reconfigured from vacant hours) | 1 | Grade 2 Level 2 - 4 | 39 - 57 | £12.68 - £16.52 | £23,169 - £30,147 | £30,151 – £39,282 | £30,151- £39,282 |

- 6.1.1. The posts have been graded using the Council's Job Evaluation scheme.

7. Financial Implications

- 7.1. The costs for the additional posts will be met through a combination of £41,898 funding provided by the Scottish Government with match funding of £41,898 being applied by SLC.
- 7.2. The Telecare Development Assistant post will be funded from 21 vacant hours from a Telecare Development Worker post and the balance from some other vacant hours within a Performance and Development Assistant post.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no implications for Climate Change associated with this report.
- 8.2. There are no sustainable development issues associated with this report.
- 8.3. There are no Environment Implications associated with this report.

9. Other Implications

- 9.1. 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 existing policy, function or strategy and therefore no impact assessment is required.
- 10.2. Consultation will take place with the Trade Unions regarding this report.

Val de Souza
Director, Health and Social Care

Paul Manning
Executive Director, Finance and Corporate Resources

23 February 2021

Link(s) to Council Values/Objectives

- ◆ improve quality of life
- ◆ effective and efficient
- ◆ working with and respecting others

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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