

# Report

# 10

Report to:	<b>Executive Committee</b>
Date of Meeting:	<b>8 June 2011</b>
Report by:	<b>Chief Executive</b>

Subject:	<b>Recommendation Referred by Housing and Technical Resources Committee</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to request approval of the following recommendation referred to this Committee by the Housing and Technical Resources Committee held on 18 May 2011:-

- ◆ that the proposed transfer of lead responsibility for the delivery of the Community Alarm Service to Social Work Resources be approved

## 2. Recommendation(s)

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

- (1) that the recommendation of the Housing and Technical Resources Committee in relation to the proposed transfer of lead responsibility for the delivery of the Community Alarm Service to Social Work Resources be approved.

## 3. Background

### 3.1. Corporate Resources Committee – Community Alarm Service – Transfer of Lead Responsibility to Social Work Resources – Extract of Minute

A joint report dated 21 April 2011 by the Executive Directors (Housing and Technical Resources) and (Social Work Resources) was submitted on proposals to transfer the management of the Community Alarm Service from Housing and Technical Resources to Social Work Resources.

The Community Alarm Service was currently provided jointly by Housing and Technical Resources and Social Work Resources. The profile of the Service had changed in recent years with a marked increase in the number of owner-occupiers receiving the Service and the Service taking a more prominent role in support and care arrangements for a range of different care groups. Although some aspects of the Service performed well, neither Resource had overall strategic lead for the Service. The need for improvements had been identified in terms of consistency and integration across key operational functions and a small cross Resource working group had been established to review the Service. The key findings were summarised in the report, including the identification of a number of areas where there was a current lack of a consistent and integrated approach to service delivery.

With the increased numbers of older people living independently and wishing to remain in their own homes, it was considered that both community alarms and telecare services would play an increasingly important role. Social Work Resources recognised the central importance of the Community Alarm Service in the delivery of community care outcomes and also had the lead role in the development of telecare services.

It was proposed that Social Work Resources take lead responsibility for the development and management of the Community Alarm Service. Housing and Technical Resources would continue to have responsibility for the maintenance and renewal of warden call systems for the Council's sheltered housing and combined door entry/community alarm systems in its multi-storey blocks.

Housing and Technical Resources would, in the interim, continue to be responsible for the community alarm call handling through the Control Centre. This arrangement would be given further consideration as part of the review of the Council's Contact Centres. A Service Level Agreement between Housing and Technical and Social Work Resources would determine appropriate Service standards.

In order to achieve consistency in terms of charging for the Service, it was proposed that new Service users in the Cambuslang and Rutherglen area, which was the only area across South Lanarkshire where Service users were not currently charged for the Service, be asked to pay the standard charge of £1.54 per week from 1 July 2011.

A budget of £167,528 would be transferred from Housing and Technical Resources to Social Work Resources to fund the new arrangement.

**The Committee recommended to the Executive Committee:**

- (1) that Social Work Resources assume overall responsibility for the management and delivery of the Council's Community Alarm Service from 1 July 2011;
- (2) that a budget of £167,528 be transferred from Housing and Technical Resources to Social Work Resources to meet the costs of the Service transferring;
- (3) that Housing and Technical Resources continue to have responsibility for the upkeep and renewal of alarm equipment within sheltered housing and combined door entry/alarm systems in multi-storey blocks;
- (4) that the standard charge for the Community Alarm Service be introduced for Council tenants in Rutherglen/Cambuslang who first received the service on or after 1 July 2011; and
- (5) that further consideration be given to the future call handling arrangements for Alert calls as part of the current review of the Council's Customer Contact Centres.

**4. Employee Implications**

- 4.1. All employee implications were considered as part of the original report to the Housing and Technical Resources Committee.

## **5. Financial Implications**

- 5.1. Any financial implications were highlighted as part of the original report to the Housing and Technical Resources Committee.

## **6. Other Implications**

- 6.1. In terms of risk and sustainability, any implications were highlighted as part of the original report to the Housing and Technical Resources Committee.

## **7. Equality Impact Assessment and Consultation Arrangements**

- 7.1. Any consultation or equality issues were highlighted as part of the original report to the Housing and Technical Resources Committee.
- 7.2. There was no requirement to carry out an impact assessment or consultation in terms of the proposals contained in this report.

**Archibald Strang**  
**Chief Executive**

31 May 2011

### **Link(s) to Council Objectives/Improvement Themes/Values**

- ◆ people focused

### **Previous References**

- ◆ Minutes of Housing and Technical Resources Committee of 18 May 2011 (Paragraph 9)

### **List of Background Papers**

- ◆ Report to Housing and Technical Resources Committee

### **Contact for Further Information**

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

Gordon Bow, Administration Adviser

Ext: 4719 (Tel: 01698 454719)

E-mail: [gordon.bow@southlanarkshire.gov.uk](mailto:gordon.bow@southlanarkshire.gov.uk)