

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

1. Does your organisation commission a community equipment service?

Yes

2. If yes, who is the lead:

a. Commissioner - Jane Cashmore, Commissioning Manager, Adult Social Care, Health and Public Protection, Nottinghamshire County Council, County Hall, Loughborough Road, West Bridgford, Nottingham, NG2 7QP. 0115 9773922, mobile: 07973676939

b. Contract Manager - Sarah Docksey, ICELS Partnership Manager, Nottingham City and Nottinghamshire, Home Brewery Building, Sir John Robinson Way, Arnold, Nottingham NG5 6DB, Tel: 0115 854 6206

3. Who do you commission the service from, who is the current contract holder?

British Red Cross

4. When is the contract due to be re-tendered?

2023

5. What geographic area does your commissioned community equipment service cover?

Nottinghamshire County including Nottingham City

6. Do you specify any quality standards as part of the contract and procurement process?

Yes

7. Who is your Chief Digital officer?

There isn't one specifically for our community equipment service. But for ASC it is Laura Chambers

1. Does your organisation commission or deliver a telecare service?

Yes

2. If yes, who is the lead:

a. Commissioner – Mark Douglas, mark.douglas@nottsc.gov.uk Tel: 0115 8040342

b. Contract Manager – Mark Douglas, mark.douglas@nottsc.gov.uk Tel: 0115 8040342

3. Who do you commission the service from, who is the current contract holder?

Main contract is with Tunstall Healthcare Limited

4. Do you specify any quality standards as part of the contract and procurement process?

TSA accreditation for call monitoring.

5. When is the contract due to be re-tendered?

1st Quarter of 2021 – current contract ends 30/09/21 (although there is an option to extend the telecare call monitoring contract until 30/09/22).

6. Are you aware of the switch from analogue to digital and are you preparing for this?

Yes, and yes.

7. Is your commissioned service using assistive technology and the Internet of Things to support service users to remain independent?

Yes.

8. Have you evaluated any of your programmes of work?

Yes, evaluation is primarily focused on savings and contribution to key strategic measures. There is no single document which covers all of this, but a recent summary is shown below:

The service uses a savings tracking process in MOSAIC and NCC's Business Intelligence Hub to measure key outcomes for individuals receiving the service, which produced the following results for the period 01/10/2018 to 31/12/2019:

- 289 cases where a high and immediate risk of admission to residential care was delayed/avoided
- 739 cases where a delayed transfer of care was avoided
- 250 cases where a high risk of carer breakdown was delayed/avoided
- 655 cases where additional community care costs were avoided

Net cash avoidance savings to NCC after additional service costs, costs of home care for people diverted from residential care, and loss of client contributions are deducted were £3,824,235 for the period 01/10/2018 to 31/12/2019.

Telehealth/Telemedicine: Not applicable, as we do not offer this service.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk.

Yours sincerely

John Allison
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Chief Executive's Department
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham NG2 7QP
Telephone: 0115 977 2788