



REPORT OF THE CABINET MEMBER FOR ADULT SOCIAL CARE

ADULTS TECHNOLOGY ENABLED CARE STRATEGY 2024 – 2027

Purpose of the Report

1. The report seeks approval of the Adults Technology Enabled Care Strategy 2024 – 2027, attached as **Appendix 1**.
2. This is a Key Decision because it will result in expenditure of over £1 million and have a significant effect on two or more electoral divisions.

Information

3. Nottinghamshire County Council has provided a Technology Enabled Care (TEC) service to help adults maintain their independence since 2007. The service has expanded significantly since 2007 and currently supports over 4,000 people through a range of TEC solutions, including:
 - Telecare – a range of sensors to detect risks such as falls, incontinence, or a person with dementia leaving their home at an unusual time and which automatically alerts staff at a 24 hour monitoring service.
 - Carer TEC – a similar range of sensors to telecare that send automatic alerts to a carer in the same property, avoiding the need for the carer to be constantly monitoring the person they care for and to enable them to sleep better at night.
 - Activity Assessment Systems which use movement, door and object use sensors (e.g. kettle, taps, toilet) to build up a picture of how well a person is managing their independence at home, so that care can be better tailored to the person's needs and avoiding unnecessary admissions to residential care.
 - Reminder Aids – to support people with memory problems to complete daily tasks such as taking medication, drinking regularly or locking up before they go to bed.
4. The Adults TEC Strategy 2024 – 2027 (**Appendix 1**) has been produced on the basis of evidence and evaluation of the current TEC service, including an external diagnostic report which concluded that the TEC service performs well but benefits could be maximised in a range of areas including:
 - further embedding TEC as part of an initial offer and during assessment of need
 - increasing the use of TEC from 43% to 70% of social care recipients, as there are a range of cohorts of need that could benefit from further TEC support.

5. The Council has a benefits realisation method for measuring the financial and outcome benefits of the TEC it provides to people, which was described as '*an exemplar*' by external evaluators and achieved £3.31m of avoided care costs in 2022/23.
6. The TEC Strategy outlines nine ambitions, including a focus on staff confidence, maximising digital equipment that people already use, supporting people who are digitally excluded and maximising opportunities for partnership working, including across the Nottingham and Nottinghamshire Integrated Care System.
7. A £4.468m savings target over three years has been included in the Medium Term Financial Strategy (MTFS) which is based on implementation of the TEC Strategy.

Other Options Considered

8. The option of not producing a TEC Strategy has been considered and ruled out for the following reasons:
 - An external evaluation of the Council's TEC service recommended that a clear strategic vision was required which defined the authority's objectives.
 - The absence of a TEC Strategy has meant that investment decisions have been taken as part of short term business cases and not tied to a coherent long term strategic approach to the use of TEC.
 - A clear strategic approach is needed to achieve the TEC savings target outlined in the MTFS.

Reason/s for Recommendation/s

9. The Adults TEC Strategy 2024 - 2027 outlines a 'TEC First' approach and nine related ambitions which will enable the Council to support more people to remain safe and independent in their own homes for longer in accordance with Ambitions One and Three of the Nottinghamshire Plan 2021 – 2031.
10. Implementing the Strategy will also support the Council in meeting the £4.468m savings target for TEC use outlined over the next three years as part of the Council's Medium Term Financial Strategy.

Statutory and Policy Implications

11. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

12. As outlined in Table 1 below, the Medium-Term Financial Strategy outlines additional investment in TEC to support strategy implementation and achieve a net savings target of £4.468m over the next three years.
- Savings in 2024/25 are based on the initial accelerated roll out of TEC as part of the delivery of 'Ambition One: Achieving a Cultural Shift in the Use Of TEC'. It is anticipated that some of the financial benefits attached to 'Ambition One' will also be realised in 2025/26.
 - During 2024-26 ongoing pilots of other TEC solutions will end and be evaluated. The insights will inform a further programme of work which will deliver the second wave of savings during 2026/27. The second wave will focus on delivering 'Ambition Two: Build on the current TEC offer' and 'Ambition Three: Transforming overnight and 1:1 care'.

Table 1

	2024/25 £	2025/26 £	2026/27 £	Totals £
Gross Saving	2,649,000	540,000	2,200,000	5,389,000
Loss of Income	0	0	0	0
Reprovision Costs	801,000	120,000	0	921,000
Net Saving	1,848,000	420,000	2,200,000	4,468,000

13. As part of the Nottingham and Nottinghamshire Integrated Care System, pooled funding across Nottingham City and Nottinghamshire County Councils of £943,000 has been secured from the Department for Health and Social Care's Accelerating Reform Fund from February 2024. A proportion of this joint funding is being used to accelerate implementation of new TEC solutions outlined in the Strategy.

Consultation

14. Two consultation events attended by 149 staff and telephone interviews with 50 TEC customers have informed the strategy. In addition consultation has been undertaken with the NHS Digital Notts Team and the district and borough councils which provide TEC services. Where changes to service provision are made as a result of TEC Strategy implementation, these will be subject to individual consultation.

Crime and Disorder Implications

15. Some TEC solutions can help to prevent crime, for example bogus caller devices, and can enable a potential victim of doorstep crime to alert a 24 hour monitoring centre if they need assistance.

Data Protection and Information Governance

16. TEC systems, such as telecare, require data about people with protected characteristics to be stored on computer systems to ensure an appropriate response in the event of an emergency, for example, recording if a person has dementia if TEC systems report they

have left their home during the night. Where implementation of the TEC Strategy requires amendments to the existing Data Privacy Impact Assessment for TEC services, these will be updated in consultation with the Council's Information Governance Team.

Public Sector Equality Duty implications

17. An existing Equality Impact Assessment for TEC services has been undertaken. Where implementation of the TEC Strategy leads to any material changes, an updated Equality Impact Assessment will be undertaken.

Safeguarding of Children and Adults at Risk Implications

18. The use of TEC can support people at risk of harm by enabling automated or manual alerts to be sent to a 24 hour monitoring centre so that an appropriate intervention can be provided to prevent further harm.

Implications for Residents

19. Greater use of TEC will enable people in Nottinghamshire who require social care support to remain independent in their own homes for longer and provide support to carers.

Implications for Sustainability and the Environment

20. Where new TEC services are required to support implementation of the TEC Strategy, service specifications will require contractors to comply with any environmental legislation and good practice concerning the supply and recycling of TEC products.

RECOMMENDATION/S

- 1) That the Adults Technology Enabled Care Strategy 2024 – 2027, attached as **Appendix 1**, be approved.

Councillor Matt Barney
Cabinet Member for Adult Social Care

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Constitutional Comments (GMG 04/03/24)

21. This report falls to the Cabinet to determine as it involves the approval of a new policy (see Section 5, Part 2, CA.2 on page 75 of the Council's Constitution).

Financial Comments (CMER 05/03/2024)

22. Funding for this strategy has been established via the Accelerated Reform Fund, as well as a desire within the department to invest in this area in order to reduce costs over the medium and long term financial future.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Nottinghamshire Plan 2021 – 2031:

[The Nottinghamshire Plan: Our plan for a healthy, prosperous and greener Nottinghamshire](#)

Equality Impact Assessment

Electoral Division(s) and Member(s) Affected

All.

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