

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. Firstly, I apologise for the delay in replying to you and hope that it has not caused any inconvenience. I have the following information.

1. How many citizens do you provide telecare alarms for?

No. of self-funders: NCC does not offer telecare on a self-funder basis

As part of a social care package: 1341 (NB: We have assumed for this answer that the term telecare refers to equipment linked to a 24-hour alarm receiving centre, as separate questions have been asked below concerning other technology equipment)

As part of housing provision/supported living: none. Please note that Nottinghamshire County Council does not provide housing (NB some of the 1341 people will be in supported living but this data is not recorded).

Other: N/A

2. How many citizens use additional sensors/peripherals?

No. of self-funders: none

As part of a social care package: 1341

Extracare facilities: some of the 1341 people will be in extra care housing but this data is not recorded

As part of housing provision/supported living: Nottinghamshire County Council does not provide housing (NB some of the 1341 people will be in supported living but this data is not recorded).

Other: N/A

3. Do you provide any other types of technology to citizens?

Yes

If yes please state what type, and how many to:

Activity monitoring systems and a range of standalone assistive technology equipment

Self-funders: none

As part of a social care package: 1424

Extracare facilities: see Questions 1&2 above

As part of housing provision/supported living: see Questions 1&2 above

Other: N/A

4. Do you provide telecare equipment to care homes and nursing homes?

No

5. How many staff do you have working in the telecare service broken down by:

Managers: 1

Advisors: 3

Monitoring staff: this element is contracted out to a provider who provides monitoring for a number of contracts, so it is not possible to define the number of staff working on our contract alone.

Installation staff: 2 full-time staff with access to additional installers if demand requires (NB – installation staff are employed by our contractor)

Response service staff: NCC provides a 24Hr Emergency Home Care Response Service but this is used by other local telecare providers as well as for some people on the NCC telecare service. The service operates with a rota of 12 staff, but with access to additional standby staff as needed. The service is only provided to people who have long term social care needs and who have additionally been assessed as requiring the service to meet specific needs.

Other: N/A

6. How much did the organisation spend on telecare, sensors, peripherals and other related equipment in financial year 18/19 broken down by:

Equipment for citizens: £346,565 (equipment, installation, maintenance, recycling)

Equipment for care homes: N/A

Monitoring centre costs including system: £27506

Staffing: £122,724

Other (please state): Transport Related & Corporate Support Services: £4739
Total spend: £501,534

7. How much income did you receive from self-funders in 18/19?

None, but please note that NCC does not provide a self-funder telecare service. If telecare is provided as part of a person's care package then the service element (not the equipment) is subject to the Council's Fairer Contribution policy along with their other care services, but it is not possible to separate out income specifically for telecare as it is bundled into the overall contribution to their care package.

8. Do you have inclusion and exclusion criteria for providing telecare equipment? If yes, please provide the criteria.

Yes. Person must be in receipt of, or eligible for long term social care support in their home, or as part of prevention measures under the Care Act must be at significant risk of requiring long term social care within the next 12 months and the telecare is required to prevent or delay the need for long term social care support.

9. What is your total budget for telecare for 2019/20?

£510,271; NB it is not possible to split out the telecare from the other technology items in the assistive technology budget, so this is the overall budget figure including staffing and all elements of service provision.

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

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