



REPORT TO: East Lothian Integration Joint Board

MEETING DATE: 26 June 2025

BY: Chief Officer

SUBJECT: Transfer of Telecare (TEC) Service

1. PURPOSE

- 1.1. To present to the Integration Joint Board a proposal to transfer the management of Telecare (TEC) service from the East Lothian Rehabilitation Service (ELRS) to East Lothian Council, Communities and Partnerships Customer Services Contact Centre.
- 1.2. To seek approval from the IJB.

2. RECOMMENDATIONS

The IJB is asked to:

- 2.1. Note and approve contents of this report as summarised in paragraph 2.2 below.
- 2.2. Summary of Recommendations:

2.2.1. Approval of Staffing resources and budget transfers

It is proposed the existing staffing resources and associated budgets, including income generated from service charges be transferred to Communities and Partnerships, Customer Services - Contact Centre to ensure the continued management of the Telecare Service.

2.2.2. Transfer of Business Administration Support

Approval sought to transfer 21 hours from ELRS Business Administration Support allowing the continued the essential provision of administration support to the Telecare (TEC) service.

2.2.3. Governance and Reporting Structure

To maintain consistent professional oversight. Agree and establish a dedicated HSCP point of contact to for continual professional and clinical Social Work and Allied Health Professional governance. Agreement of regularity of contact and two-way reporting with HSCP and East Lothian Council to maintain transparency and accountability.

3. BACKGROUND

- 3.1. Historically the Telecare service was managed by Customer Services. In 2011 it was transitioned to Social Work management to enhance the service profile and integrate professional oversight into its operation, however the Contact Centre and Telecare Service continued to maintain a strong collaborative relationship.
- 3.2. In 2020 the team were physically based within the Contact Centre, following the move to close Randall House. This close proximity has further fostered a deep understanding between the two services, particularly with the overlap between Telecare Assessments, installations and alarm call monitoring. As a result, the Contact Centre management staff have developed a comprehensive working knowledge of the Telecare operation.
- 3.3. The recent retirement of the Telecare Team manager provides a strategic opportunity to reassess the management and organisational framework of the Telecare Service. The primary focus is to ensure robust business continuity for the service which provides valuable support to vulnerable citizens of East Lothian, whilst also delivering the necessary ongoing and development support for the team.
- 3.4. These considerations are particularly vital as the service navigates the complex transition from analogue to digital (A2D) systems and continues to evolve in the response to technological advancements. The Contact Centre management are well connected with the Scottish Government Digital Office Telecare section and are actively involved and contribute to Digital Office workstreams, playing a key role in the Telecare analogue to digital transition.
- 3.5. This transition brings new layers of complexity in digital telecare, particularly with IT and telephony systems. Digital alarms are controlled through Device Management Portals (DMP) which facilitate the programming & management of devices whilst enabling proactive monitoring to identify emerging issues. They communicate via bespoke VPN's which are integrated into ELC's corporate network. The Contact Centre Management alongside their dedicated systems team can provide the expertise necessary support for these telecare operations. The system admin team provides 24/7 on call support for technical issues which could include monitoring of the DMPs. This is essential to help minimise clinical risk associated with technological and system disruptions such as mobile telephony outages which have been observed as the A2D progresses. Any disruptions could have significant impact on HSCP services in particularly in efforts to support people to remain safe at home and facilitate hospital discharges, as well as providing additional support for services such as Home First and Discharge to Assess (D2A).
- 3.6. **Finances**
The Telecare service is a chargeable service. This is a flat rate charge of £5.00 per week, generating an expected annual income of approximately £503,100, based on 1935 clients who are invoiced (as of March 2025). Certain individuals are exempt from these charges due to eligibility under Baris, SR1 or CTO, or through decisions made by Charging Appeals Panel for people who are vulnerable and experiencing

financial hardship. In accordance with the Non-Residential Charging Policy 2024-25, there are plans to further increase charges 2026/27 to £5.80 per week.

- 3.7. The Telecare budget is determined based on the income budget expected of £451,900. The projected budget for the 2025-26 financial year is allocated as follows. Staffing costs - £244,000, Operating costs £110,900, Support Services £1,400. Total - £356,300. The net income budget for this service is £95,600. Due to the initial two-year included SIM cost period coming to an end, the ongoing SIM costs are now projected to steadily rise to 2195 alarms * £5 p/m * 12 months = £131,700.00 p/a

3.8. **Debt**

The service has identified 90 individuals with outstanding service charges exceeding £300, amounting to a total debt of £65,000. This financial obligation has been flagged as concern by the Telecare service; however, efforts to secure a resolution has not yet been successful.

3.9. **Staffing**

Current staffing composition of the team consists of 3 x FTE Grade 7 TEC Officers, 1 x FTE Grade 8 Senior TEC Officer, 1 x 0.8 FTE Grade 11 Team manager. With support of Grade 4 business admin support of 31hrs. In addition, a temporary Grade 7 TEC Officer position was established to provide support during the A2D transition. However, this is currently vacant following the appointment of the previous post holder to a permanent role. It is requested that this funding/position be incorporated into the resource transfer to allow the Contact Centre to temporarily recruit for this role.

- 3.10. The transfer of the telecare service to Customer Services management, as outlined in 3.5. would further enhance the support available to the team. The team manager would not be replaced on a like for like basis; however, this transition presents opportunities to establish a more sustainable structure to foster the team's development and growth. This approach would ensure delivery of a robust service while maintaining collaboration with HSPC to uphold clinical governance. Furthermore, this proposal is expected to mitigate any potential business vulnerabilities and reduce any clinical risk to service users.

4. ENGAGEMENT

- 4.1. N/A

5. POLICY IMPLICATIONS

- 5.1. Non-Residential Charging Policy 2024-25. *(Please see full policy in Appendix A)*

SO1 - Develop Services that are sustainable and proportionate to need.

SO2 - Deliver new models of community provision, working collaboratively with communities.

SO3 - Focus on Prevention and Early Intervention.

SO4 - Enable people to have more choice and control and provide care closer to home.

SO5 - Further develop/embed integrated approaches and services.

SO6 - Keep people safe from harm.

SO7 - Address Health Inequalities.

6. INTEGRATED IMPACT ASSESSMENT

- 6.1. The new project or service does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy. (*Refer to Appendix B*).

7. DIRECTIONS

- 7.1. N/A

8. RESOURCE IMPLICATIONS

- 8.1. N/A

9. BACKGROUND PAPERS

- 9.1. N/A

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DATE	20/06/2025

Appendix A: Social Care Non-Residential Charging 2024-2025

East Lothian Council have agreed the following charges for non-residential social care services 2024-2025:

1. Financially Assessed Charges

These services will require the individual to complete a financial assessment form which will assess how much they can contribute towards their care. Charges apply up to the maximum contribution calculated for each individual.

Service	Full Charge 2024-2025 <i>(the actual charge applied to will depend on an individual's financial assessment)</i>
Personal Support at Home Services (which are not Personal Care) for people over 18 when arranged by ELHSCP	£17.05 per hour (from 3 rd June 2024)
Resource Centres and other building-based community support sessions (3 hours)	£2.39 per person, per session (from 3 rd June 2024)
1 session with transport (discount bundle)	£3.55 per person (from 3 rd June 2024)
2 sessions with transport (discount bundle)	£5.88 per person (from 3 rd June 2024)

2. Flat Rate Charge

A charge will be applied for the following services provided (or arranged) by East Lothian Health and Social Care Partnership in addition to any maximum weekly charge calculated by the financial assessment for the above services. These charges are not capped or affected by the financial assessment process however the appeals process noted below applies.

Service	Charge
Meals provided at home	£4.20 per meal (from 1st June 2024)
Community Alarm Service	£4.50 per week (from 1 st October 2024)
Transport per journey (to destinations other than day centres and resource centres)	£2.47 per person, per journey (from 3 rd June 2024)

3. Appeals

If someone feels they are unable to pay for their charges, especially a flat rate charge, they should be supported to make an appeal.

Initial appeal requests should be emailed to
awchargingappeals@eastlothian.gov.uk

Individuals will need to provide a breakdown of their income and expenditure and reasons why they are unable to pay their charges. The panel meets the first Wednesday of every month.

4. Staff Actions

Please ensure you provide and support individuals who receive a chargeable service to complete a Financial Assessment Form. Or if they are receiving a flat rate service they are informed of the charge and supported to make a direct debit payment where possible.

It is also important you make the individual aware of the appeals process and support them in that process. An advocate can also be used to support them with the appeal.

More Information

- [Charging for support at home | Support at Home | East Lothian Council](#)
- [If you want to ask a question, or make an appeal or complaint | Charging for non-residential adult social care | East Lothian Council](#)

April 2024

Appendix B: Integrated Impact Assessment (IIA) Screening Tool

Title	Telecare Service Review
Lead Officer	Allison Bell
Sign off by Head of Service	<i>LESLEY BERRY</i>
Date	16/05/2025

What type of document or action is this?

Document	Tick all that apply	Action	Tick all that apply
Policy		Decision	√
Guidance		Proposal	√
Strategy		Options Appraisal	
Report		Identification of Options	
Plan	√		
Update Only			
Something else (please specify)		Something else (please specify)	

What is this document or action about?

The imminent retirement of the Telecare Team Manager presents an opportunity to review the management and organisational structure of the Telecare Team with an emphasis on ensuring robust business continuity and developmental support for the team.

These factors are particularly important as the team progresses through the challenging changes with the analogue to digital transition and service development as technology progresses.

With these factors in mind, the recommendation is for the Customer Services Contact Centre operation to manage the telecare installation team and service.

The IIA screening tool has been used to consider if an IIA is required.

Primary action is **service continuity**- ensuring patient safety and flow of service due to

1. Loss of expertise in niche role due to retirement
2. Change in technology and altered level of expertise required when moving from analogue to digital telecare

As a result of this review, we analysed the **impact on staff**

1. There is no change to employment continuity as staff will move from one manager to another within East Lothian council.
2. Any vulnerabilities will be supported in line with council policy.
3. Staff would have improved technical support in relation to digital telecare under new manager than remaining in rehab.

The impact on **service users**

There will be no change to users of this service who pay a weekly fee of £5. Plans to increase this to £5.80 for 2026/27 have already been agreed in a previous IIA.

There is currently no charge for telecare provision for equipment which is stand-alone (not connected to an alarm or alarm monitoring centre). There are no plans to change this but if there was a change to this service an IIA would be required.

The service review highlighted some existing **financial** concerns

1. There is no debt collection service within health resulting in unnecessary loss.
2. The net income this year is £106,564 but is not allocated to a service area which increases financial vulnerability.

East Lothian council can take accountability for the above.

Professional governance

To ensure high standards and communication within services an OT link will remain.

Does this document or action have the potential to create (directly or indirectly):

Positive equality or fairness impacts for:

	Yes	No	Not sure
The community/patients/service users?			No change
Staff that manage or carry out work that contributes to the delivery of delegated services?			No change
Someone else (please specify below)?			N/A

Negative equality or fairness impacts for:

	Yes	No	Not sure
The community/patients/service users?			No change
Staff that manage or carry out work that contributes to the delivery of delegated services?			No change
Someone else (please specify below):			N/A

Sign Off/Approval

Does this document or action require an IIA?	Yes	No
		No

Reasons why or why not:

There are no changes to service users or staff.
There is no change of impact on any vulnerable group.
Staff working will remain working under East Lothian Council.
There are no plans to change costs to services except on a yearly basis as agreed by an existing IIA. Any plans to change charging levels in the future would require an IIA at that time.

Approver (Head of Service)

Name	Job Title	Date
		16/05/2025

Resources

Equality/Integrated Impact Assessments exist to:

- Create space for a range of people in different roles, organisations or parts of the community (especially those with lived experience) to consider the potential impacts that a document or action might have, and whether the document or action could or should be changed for fairer results. If the IIA recommends changes, these could be small, such as improved wording for sensitivity or clarity or fundamental, such as recommending that a different proposal be made.
- Support East Lothian IJB/HSCP to fulfil its Public Sector Equality and Fairer Scotland Duty. In practice this means considering how any recommendations or actions associated with this document or action might:
 - **Impact people experiencing social, income or health inequalities or disadvantages ([Fairer Scotland Duty](#)).**
 - **'Cause, address, prevent or end [unlawful behaviour that is banned by the Equality Act 2010](#), including discrimination, harassment and victimisation.**
 - **Advance equal opportunities between people who have a protected characteristic and those who do not.**
 - **Foster good relations between people who have a protected characteristic and those who do not' ([Public Sector Equality Duty](#)).**
- Identify any **positive impacts** of the recommendations of the Workforce Plan 2025-2028 and consider ways that we can maximise them.
- Identify any **negative impacts** of the recommendations of the Workforce Plan 2025-2028 and consider ways that we can mitigate them.