

**CWOP/50/10**

**Policy & Scrutiny Committee** Community Wellbeing and Older People

**Date** 9 December 2010

**Telecare Target and Performance – Performance indicator LI055**

Report by: Sharon Longworth, Senior Manager, Strategic Planning & Commissioning

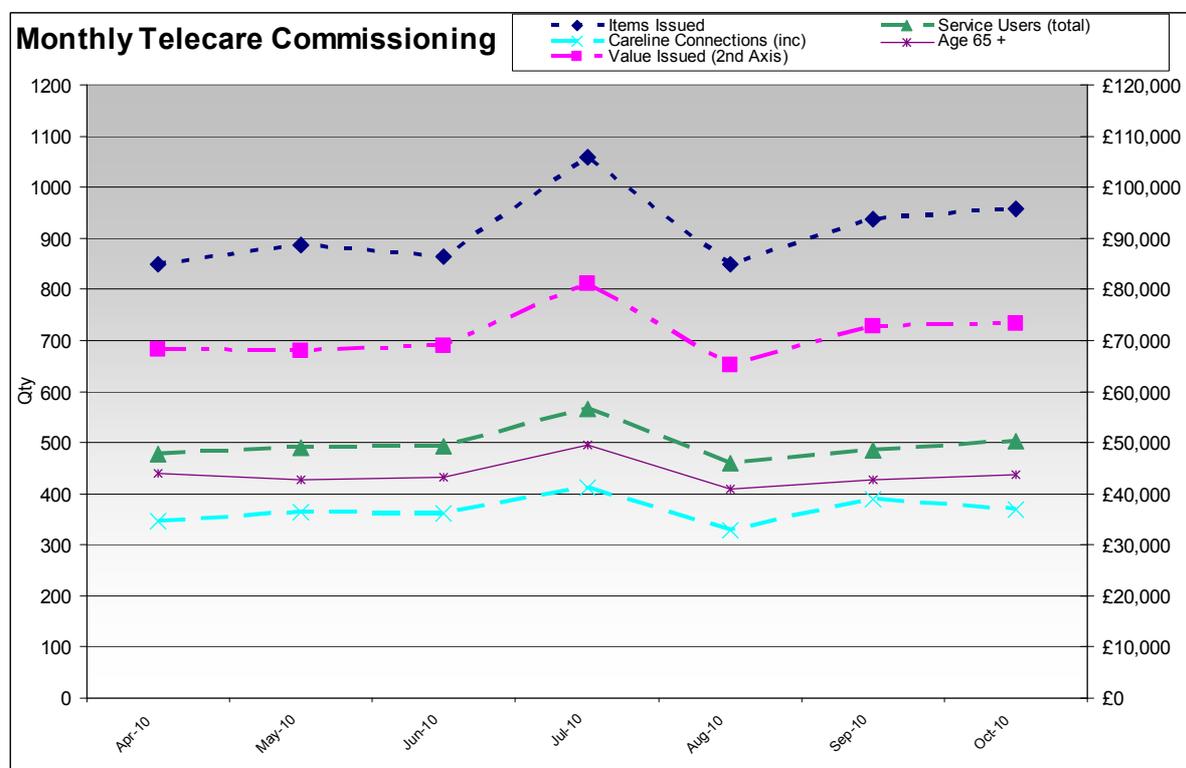
Telephone: 01245 434967

Email: Sharon.longworth@essex.gov.uk

**Corporate Plan Target LI 055**

Update on performance

Essex has a target for 2010-11 of 6,172 new service users aged 65 plus. This is profiled at 514 per month. We are currently achieving an average of 496 new users of which 438 are aged 65 or over. As illustrated below, the peak was in July with a total of 567 (494 at 65+).



Analysis of the commissioning shows an increase in direct internal activity however this is undermined by a drop in direct commissioning by Carelines. Traditionally Carelines have commissioned over 75% of all Telecare users, this has dropped by 18% compared to this point in the year 2008/09, which is the last comparable 'non-pledge' year. A proportion of Careline commissions come from referrals made by ECC Social Care Direct or operational teams and these continue, but discussion with Careline staff has identified a drop in their advertising and promotion activity and a reduction in staffing (not replacing staff who have left), both in reaction to budget constraints.

In the past Carelines have also received considerable support from the Telecare Team. This has lessened in recent months while the team focus on supporting the action plan to maximise Telecare commissioning from our operational teams and meeting the associated increase in training demand.

The performance target for 2010/11 was set before we were able to fully understand the impact of last year's pledge. Take-up was significantly higher in the final quarter of the pledge year and in the final month was over 1100 – and it is likely that many of these people would otherwise have been recipients this year. Alongside this, there are some concerns about possible saturation of the market, as we have had considerable success over the past four years in increasing take up of the service and retention of the service is good with 96% of users choosing to go on to self fund the service after expiry of either the standard 12 week or pledge offer.

### **Actions to improve performance**

Telecare is an agreed priority within the Strengthening Commissioning programme with health and local government partners across Essex. This means we will be taking a cross-economy approach to implementing assistive technology across the County, as part of delivering the PCTs' QIPP plans and the Council's Commissioning Delivery Plans.

Alongside this, continued focus by team and senior managers will assist take-up, by ensuring that Telecare and other assistive technology (AT) is the primary consideration at both first contact and review. This will be supported by an update to the OSCARS system to create a mandatory set of fields covering AT commissioning.

Understanding of Telecare at a senior management level improved following two sets of senior operational manager awareness training in June, this was immediately reflected in the increase in uptake in July and has led to their support for individual Telecare champions to be identified within the commissioning teams. These champions will receive additional training to enable them to act as an immediate local source of information and support to colleagues and service users.

Lastly, an updated communications strategy will address improving information provision and visibility to citizens and service users, providers and third sector organisations.