



**National Telecare Development Programme**

**Review of Call Handling  
Arrangements for  
Telecare/Community Alarm  
Services in Scotland**

**March 2008**

## **REVIEW OF CALL HANDLING ARRANGEMENTS FOR TELECARE/COMMUNITY ALARM SERVICES IN SCOTLAND**

### **1.0 INTRODUCTION**

This review of call handling arrangements in Scotland was commissioned by the national Telecare Development Programme to inform the development of the national strategy for telecare. It is also anticipated to be of use to local partnerships and other interested organisations.

A detailed 'mapping' exercise of factual information about call handling for Telecare/Community Alarm services was undertaken in October 2007. This report provides a summary of that information, identifies emerging issues, and makes some recommendations for further activity in this area.

### **2.0 SUMMARY OF KEY FINDINGS**

- There are 22 Call handling services or call centres for Telecare/Community Alarms in Scotland, covering all 32 local authority areas.
- 14 of these respond to out of hours emergency calls for other council services, as well as providing a call handling facility for Telecare/Community Alarms 24 hours a day. This is the predominant model currently operating in Scotland.
- There is some degree of pooled resources in the provision of call handling services; e.g. Hanover and Bield Housing Associations provide a contracted call handling service to 2 local authorities each; The Aberdeen Regional Response Centre (ARCC) covers 4 north-eastern local authorities. The remainder are either singletons (one authority only) or cover no more than one neighbouring authority, usually with a limited service.
- The largest call handling centres (Hanover, Glasgow, ARCC) cover around 20,000 service users; the smallest less than 3000 (Midlothian, Stirling & Clackmannanshire, East & West Dunbartonshire).
- Authorities which contract out call handling appear to have lower than average numbers of community alarm service users (West Dunbarton, North Ayrshire, Argyll and Bute, Highland, Moray, Renfrewshire)
- All but ARCC say that their centres have spare capacity and are keen to expand either the number of people they help, and/or the number of peripherals/applications they can respond to.
- Because of the minimum 24 hour staffing requirement, small, singleton or 2 authority call centres are likely to have high unit costs, relative to the larger centres like ARCC or Hanover.
- There is no consistent approach to standards within call handling centres, other than that all centres appear able to answer 90%+ of calls within the Telecare Services Association (TSA) defined quality standard times; most

systems will provide detailed data on this. In addition, there is no hard evidence of quality of response - except that it is advised that complaints are few and far between.

- There is strong local commitment, to whatever the local model is. Managers and staff interviewed appear very committed both to the service and also to their way of doing it.
- Working relationships with NHS 24 are generally not good, except where centres, (e.g. Bield) have managed to establish a special protocol. Such arrangements have tended to rely on individual relationships, and so may be temporary in nature.
- There is some degree of fluctuation evident in the provision of call handling services. Falkirk and West Lothian have developed a full 24/7 call centre model which is part of a wider council policy for customer service. Several others appear to be moving in a similar direction, following a review (Fife, Dumfries and Galloway, Perth. Highland has recently joined Aberdeen Regional Control Centre. Shetland is reviewing their current arrangement; West Dunbartonshire has completed a Best Value Review and confirmed their contract with East Dunbarton. The Argyll & Bute contract was recently tendered and awarded to Hanover Telecare in 2007. There is interest in developing a partnership single call centre for Forth valley; and East/Midlothian.
- There are significant variations evident in the provision of Telecare/Community Alarm services, particularly around the following areas;

ELIGIBILITY (from open access to Telecare/Community Alarms almost 'on demand, through to installation only after a comprehensive assessment)

PROVISION OF RESPONSE SERVICES (from six teams located in different parts of a council area ready to be the preferred multi-skilled response to any alert, to a council area where failure to identify a key holder means even the most basic alarm service is refused).

THE NATURE OF THE 'CORE PACKAGE'

These variations do not result necessarily from call handling arrangements, but reflect other arrangements and services.

### 3.0 RECOMMENDATIONS

- Further examine the profile of current service provision from an independent perspective, to identify the strengths and weaknesses of the present arrangements and the potential impact of longer term changes in technology, public expectations, and levels of need.
- Support and encourage a greater joining-up in the provision of call handling services to enable greater consistency in call handling standards, and improvements in cost efficiencies e.g. across local partnerships.

## REVIEW OF CALL HANDLING ARRANGEMENT IN SCOTLAND – MAR 2008

- Support the development of call handling protocols (or similar), at a national level to improve the service user experience and working relationships/practice between NHS24, and local Telecare/Community Alarm call centres.
- Continue to pursue the development of an appropriate standards and regulation framework for Telecare.
- Give further consideration to the areas of significant variation over time to identify if any action is required.

## 4.0 FURTHER DETAILS OF THE ANALYSIS

### DEFINITION

“Call Handling” refers to the arrangements made to ensure an immediate response to a call or alarm from a Telecare/Community Alarm unit, and/or additional peripherals such as smoke alarms, gas detectors, fall detectors etc. Call handling must therefore be available 24/7. Call handlers may have other associated duties, such as ensuring routine and regular testing, initiating installations, maintaining a database for each client.

### METHODOLOGY

The mapping exercise which was undertaken in October 2007 consisted of a number of face to face or telephone interviews with managers of call handling services in all but one of the local partnership areas and two housing associations (Bield and Hanover) who provide this service.

All the information has been collated in excel spreadsheets, which are detailed at Appendix One and Two.

The information provided in the spreadsheets relates to;

- Whether call handling is provided for more than one authority
- Whether a service is provided to Registered Housing Associations
- Whether call handling is provided for any other council services (out of hours or 24/7)
- Number of Telecare/Community Alarm service users
- Annual revenue budget for call handling for Community Alarms for 2006/7
- Approximate unit Cost
- Funding streams
- Total staff complement and shift pattern
- Whether the call handlers for Community Alarms/Telecare only handle those calls, or answer any call
- The number of calls to be answered in a year
- Whether response times are monitored, and what standards are met
- What equipment is used
- If there are arrangements or systems to allow instant access to social work information systems (or a single/integrated data base)
- Arrangements for complaints
- Arrangements for business continuity/disaster recovery
- Whether the call handling service or centre was monitored, regulated, or accredited
- Whether calls for other out of hours social work services were handled
- If there was any current Telehealth equipment (for example, blood pressure monitors, blood sugar monitors) in use, or planned.

### **NUMBER OF CENTRES**

There are 22 call handling services or centres covering all of Scotland, and there are five 'shared' arrangements at present:

- a. The regional call centre at Aberdeen (ARCC) provides a call handling service for Aberdeen city, Aberdeenshire, Moray, and Highland
- b. East Dunbarton provides a service for West Dunbartonshire
- c. South Ayrshire provides a service for North Ayrshire
- d. Stirling Council provides a service for Clackmannanshire
- e. Angus covers call handling for Perth and Kinross, after 10 pm each night

In addition Bield Housing Association handle calls for Inverclyde and East Renfrewshire; and Hanover Housing Association handles calls for Argyll and Bute, and Renfrewshire. These are formal contractual arrangements agreed following a process of competitive tender.

There is interest in the potential for a shared service of some kind in East and Midlothian, with a possible link to Scottish Borders and/or Edinburgh; and in an extended arrangement in Forth Valley between Falkirk, Clackmannanshire and Stirling.

### **NUMBER OF SERVICE USERS**

Glasgow has around 19,000 community alarm installations, the largest number of any local partnership area. The Aberdeen Regional Call Centre (ARCC), covering 4 areas has 19,423; Hanover Telecare provides a service to around 20,000 Telecare/Community Alarm users.

In contrast, amongst the 'singleton' centres on the mainland, Midlothian has around 1,875 service users, West Lothian 3,000, and East Ayrshire 3,075. Stirling and Clackmannanshire together have around 2,900 service users, and East Dunbarton and West Dunbartonshire together have 2,853.

The spreadsheet at Appendix One notes the number of Telecare/Community Alarm service users profiled against the % of the local authority population over 65. This identifies some interesting patterns of variation. Falkirk (42%) North Lanarkshire (40%) and Aberdeenshire (37%) appear to be the highest, contrasting with some rural authorities such as Highland (14%) Argyll and Bute (9%). The average is 25%.

### **'MODELS' FOR SERVICE DELIVERY**

At least seven different models for call handling services are in place across Scotland:-

- 14 call centres respond to all out of hours emergency calls for all or most council services (i.e. housing repairs, roads help lines, environmental health, etc.) as well as telecare/community alarms. Several of these centres, in addition to handling out of hours calls for

other council services, also monitor local CCTV screens. This is the case in South Ayrshire, and to a limited extent, East Lothian.

- In contrast, in 5 centres responding to Telecare/Community Alarms is the 'core business' or even sole service. East Ayrshire, Angus, Dundee, and Glasgow are examples of this model.
- Some of these 'core business' centres, such as North Lanarkshire, have a direct involvement in the response service. Edinburgh call handlers also do installation, maintenance and response.
- In several areas, such as West Lothian, Stirling and Falkirk, call handling is or will be an integral part of call handling for all council services during office hours as well as out of hours. The Telecare/Community Alarm call handlers are a team within the council call centre. One or two others, such as Fife, may be moving in that direction.
- As indicated, Hanover and Bield Housing Associations provide Telecare/Community Alarm call handling both for their own tenants or services, and for local authorities under contract. The centres for these two associations also take out of hours calls for housing repairs from some of their own schemes.
- Shetland has a contract with Tunstall in Doncaster for Telecare/Community Alarm call handling.

The reasons for this variety appear to be historical. Some of these arrangements have been in place since 1996, and some before that. Origins lie in Housing services (e.g. sheltered housing) rather than care services. Only a few have been subject to recent Best Value Review or similar. There may be a trend towards a single call centre for all council services, including community alarms. Where these have been established it has been in the last five years, and plans for co-location are well developed in at least one larger authority (Fife).

### **UNIT COSTS**

Unit costs have been estimated by dividing the total cost of the Telecare call handling service by the number of Community Alarm service users. This has proved difficult where the revenue costs of call handling for Telecare are not easily separated from wider call handling costs, or are simply not available. So estimates need to be treated with some caution. Given that, at the very least, one call handler needs to be on duty 24/7, it will be no surprise that the smaller services are significantly more expensive than the larger. Where authorities work together as in Aberdeen (ARCC) unit costs are below £40 per user per year. Where this is not the case, the cost can be twice as high if not more. (Note: Where response and call handling services are integrated, unit costs are obviously not directly comparable.)

Exact figures for costs charged by Housing associations were advised to be commercially sensitive and thus were not able to be included.

## **STAFFING**

All mainland Telecare/Community Alarm call handling services need a minimum of two call handlers during the day time, and 1 for the night shift. The latter can raise health and safety issues, which are usually resolved by co-location of some kind.

Staffing is the major revenue cost of call handling services. Call handlers pay scales range from GS1/2, to AP2 although this may change when Single Status agreements are implemented. In some areas, Single Status has improved or maintained grades, in others there has been a significant reduction.

Generally, where the call handling service is for more services than Telecare/Community Alarms, all call handlers are expected to be able to handle all calls (for example in Scottish Borders, South Ayrshire). However, in some areas a separate team of call handlers for Telecare/Community Alarms is maintained (Falkirk, West Lothian) - although when there is heavy demand these staff can offer cover. Where there are separate teams, there is often (though not always) a direct link with response services. Such services can be perceived as a 'care' service, as distinct from a 'call centre'

Opinion is divided, both amongst managers and staff, over which is the preferred deployment. Some prefer the variety, and the 'multi-skilled' approach, where anyone can answer any call; others argue that specialist skills need to be maintained to deal sensitively and appropriately with alarms and calls from vulnerable, distressed people who may have significant confusion and/or dementia. No hard evidence to support either position has yet been identified. It may be that smaller centres would find it hard to maintain separate teams in resource terms. Managers and staff appear to be committed to the model currently in place in most services.

A number of training issues for call handlers were raised, which will be included within the progressing separate review of training needs associated with telecare.

## **DEMAND & CAPACITY**

Demand levels vary throughout the day. This is affected by factors such as the number of sheltered housing wardens who report in, or when they go off duty, or the local policy on alarm testing, as distinct from any pattern of emergency calls. The consensus is that the number of calls that require a response (as distinct from false alarms, test calls, low battery alerts etc.) is likely to be between 10 - 15% of the total calls handled. Peak times are between 9am and 3pm. Many centres have capacity to increase staffing levels during these times. Demand is reported to fall away after 10pm, however it is noted that there is some slight change in this as the number of people with dementia increases.

Only the ARCC reported that it was working to full capacity. (This may reflect the intense current workload pressure as the centre is currently taking over responsibility for Telecare/Community Alarms call handling in Highland). There is

said to be capacity to take on more users, or to extend the range of peripherals/applications requiring a response (e.g. Telehealth) in most others, *without* additional staff.

### **CALL HANDLING EQUIPMENT**

The current systems in use are provided by;

- Tunstall (PNC3 or PNC 4) - 15 centres (68%)
- Jontek - 3 centres (14%)
- Initial Attendo/Chubb - 4 centres (18%)

Systems are purchased through tendering processes, so reviews of cost, quality and fitness are likely to be carried out on a three year cycle. Compatibility with peripherals from different manufacturers is less of an issue than it used to be, but managers still need to test all equipment to see how it will register on another manufacturer's control centre before introducing it to local service users. Managers attach great value to the quality of support and advice received from their different providers. There seems to be little perceived difference in quality between these three systems.

### **AVAILABILITY OF CORE CLIENT DATA**

All three systems have capacity to display on screen core data concurrently with a call, from either a person, or an alarm being received. Core data will include (in addition to name, address, age etc.); name and contact details of GP, key holder, nearest relative and any particular instruction or protocol required to deal appropriately with likely emergencies. Data about particular needs, vulnerability, or reason for the alarm or application may also be included.

Many centres are also able to access (albeit on a separate screen) local social work information. Only one, has so far been able to achieve simultaneous access, through a web based solution developed with Tunstall. A number of centres have either committed to, or plan to purchase the latest Tunstall (PNC 5) system which is stated to offer the capacity for integrated databases. A number of managers have stated they are not convinced of the virtues of this, because of the absolute importance to them of the reliability and accurateness of the care data available to call handlers, in emergencies, 24/7 (not to mention a similar availability of repair services in the event of faults developing). However, the inefficiency of having to record incidents twice, as at present (to ensure care managers are aware) is also acknowledged.

### **BENEFITS OF A LOCAL APPROACH**

Most managers and staff ascribe significant value to call handlers knowing the characteristics of the local area well, and having the skill and knowledge to develop a relationship with regular callers. Some examples of serious accidents being avoided were given, e.g. where the call handler realised that a regular caller was behaving or speaking in an uncharacteristic way. Managers advise that many regular callers will develop a warm relationship with call handlers, and that this may be the *only* social contact that person has. Smaller centres appear

to actively encourage this. This can lead to daily 'monitoring'/check up calls - where the call handler calls the service user for no other reason than to make contact and ensure that all is well. This is obviously a significant extension of an alarm service as it becomes an integral part of that person's package of care and support. It is unlikely that the larger centres could offer such a service.

In contrast, a representative of one of the councils served by ARCC commended the ability of call handlers in that centre to *discourage* 'unnecessary' calls which weren't actual alarms.

There may be a distinction to be made between call centres which see themselves, and have the capacity to be part of a care service, and those that are established as an emergency call centre.

### **COMMON FACTORS**

All Centres have business continuity/disaster recovery arrangements in place, either locally or through Tunstall in Doncaster.

All call handling is covered by local complaints procedures. None seem to have a separate system exclusive to the centre (though some were covered by the social work complaints procedure, as distinct from the general council one).

All the systems, and the centres monitor the numbers of calls, types of call, time of call, and time to answer. It was not appropriate to check reports in detail, but none reported having difficulty in meeting TSA response time standards, (except in the event of calls or alarms being received at exactly the same time, and when all operators are already engaged. This coincidence is said to be rare).

### **ACCREDITATION**

The Telecare Services Association (TSA) has a system of accreditation for telecare services, including call handling. Their Code of Practice is currently being reviewed. Only Bield and Hanover Housing Associations in Scotland have so far achieved accreditation for the call handling services.

### **TELEHEALTH**

There is considerable interest in some centres in extending the range of peripherals and services on offer to include vital signs monitoring (e.g. blood pressure, blood sugar, and similar health risk monitors). This is particularly so where there is experience of using enuresis and epilepsy monitors/alarms - i.e. those which are considered close to the health/social care 'divide'. Only one local authority call handling centre (West Lothian) and Hanover Housing Association are close to an implementation date. There are identified issues around data exchange, and the appropriate skills mix in the call handling team. Progress on this appears to be influenced by the local interest and initiative of NHS staff. Few centre managers were aware of the detail of telehealth developments progressing in their areas. Whilst they are often not themselves in a position to initiate this kind of development, the view is - 'if it can be monitored

electronically, and the protocols for response are properly developed - we have the capacity to do it!

#### **RELATIONSHIP WITH NHS 24**

Experience of the service offered by NHS 24 amongst Telecare/Community Alarm call handling staff was varied, and often unsatisfactory. NHS call handlers usually respond to local centres exactly as they would any other call. NHS do not expect Telecare/Community Alarm call handling centres to be able to provide a more informed explanation of the need for medical assistance nor to have detailed information about the patients needs. Calls from Telecare/Community Alarm centres are filtered in the same way by NHS 24 staff as any other call, so that information has to be repeated several times, potentially causing unnecessary delay. Only two centres had developed a special different relationship with NHS 24, and this was as a result of a local initiative.

While several managers could see the intellectual argument for a national joint service, none felt that this could be achieved in the medium term.

#### **IMPROVING PRACTICE IN CALL HANDLING SERVICES**

There are a number of informal networks across Scotland, either for Telecare/Community Alarm call handling, or for local authority call handling services. The 'Scottish Telecare' focus group has been running for two years and meets bi-monthly. It has representation from 7 local authority call centres (mainly from the central belt, but including Dundee, and Shetland)) with Bield and Hanover. The group is stated to be an invaluable source of support and expertise to its members and has undertaken benchmarking exercises. The group is currently developing a presentation to be delivered to the eight NHS 24 sites in Scotland, to improve working relationships, and also open up the possibility of service level agreements with NHS 24

*Joint Improvement Team*  
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**APPENDIX 1**

Partnership/Housing Associations	Provider(s)	Joint?	Call handling for Registered Housing Associations?	Call Handling for other services?	Number of Telecare customers (% of population>65%)(2007)	Annual revenue budget 06/07	Approximate unit cost per user per year.	Funding Source	Total staff(Call handlers) Number
<b>Aberdeen City</b>	"Aberdeen regional Communications Centre" <b>ARCC</b>	Yes	Hanover HA, Tenants First HA, Castle Hill HA, Cairn, Ark, Grampian, Margaret Blackwood	Handle out of hours calls for other council services incl SW EDT, Homeless, Environmental health, Emergency plan plus 24 hour cover for lone workers, domestic violence etc	5749 (31%)	£217k	£38	Housing Revenue and Social Work budgets; Supporting People, NHS Grampian	15 fte
<b>Aberdeenshire</b>	<b>ARCC</b>	Yes	Castlehill Housing, Hanover Housing, Tenants First, Abbeyfield Housing, Voluntary Services Aberdeen, Grampian Police (Domestic Violence), Kaimhill Project	ARCC covers SW out of hours for Aberdeenshire	7200 (37%)	£170k	£23	Aberdeenshire Council - Housing revenue and social work budgets	See Above
<b>Angus</b>	Angus Council Community Alarm Scheme	Yes	Overnight backup support and cover arrangements are in place with Perth and Kinross partnership. The community alarm service is also provided to 2 local RSLs. (Bield and Abbeyfield)	Also cover local worker alarms and rapid response/delayed discharge team	4100 (34%)	£768,000	£187	GAE, Supporting People, other agencies	12
<b>Argyll and Bute</b>	Hanover Telecare	Contract	Hanover Telecare provide after Tendering Process	No	1083 (9%)	£251,555	£232	Council's revenue budget; Telecare Income; Supporting People; Community Regeneration Fund	See below Hanover
<b>Clackmannanshire</b>	Stirling Council - Contact Centre	Yes	see Stirling	Yes	1200 (28%)	£61,000	£50	Community Care Purchasing Budget	No
<b>Dumfries and Galloway</b>	Care Call LA Community Alarm Service	No	4RHAs - Hanover, Lorburn, D&G Trust, Abbeyfield	All council services after 5pm-8am	(2352 +1450 in sheltered) = 3,800 (22%)	£359,621	£94	LA Adult Services Budget	11(excl relief)
<b>Dundee</b>	Dundee City CA Service	No	Also 3 RHA	Lone worker alarm cover	6000 (39%)	£650,000(incl resp)	£108	SW budget	N/A
<b>East Ayrshire</b>	East Ayrshire Control centre	No	2 RHAs	Housing repairs +lone worker after 5+out of hours home care	3075 (32%)	£321,993	£104	Partnership	10fte
<b>East Dunbarton</b>	East Dunbarton Council - Hourcare 24	Yes (W.D)	Link HA; Trust HA	After 5pm Housing repairs + lone worker. Will do more other services next year	c.1300 (12%.)	£707,471	£544	Local authority budget.	10fte

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<b>East Lothian</b>	East Lothian Community Alarm service(ELCAS)	No	5 H.As,359 tenants,incl.Bield,ELC,Castle Rock, Edinvar	All Council services after 5pm +CCTV24/7	3020 (31%)	£337,380	£125	Council revenue	17
<b>East Renfrewshire</b>	Bield Housing	Yes	East Ren service is an individual contractual arrangement with this provider.	No	1500 (16%)	£109,849	£73	Council revenue	See Bield
<b>Edinburgh</b>	CEC Community Alarm Service	No	1 RHA (Cairn)	Yes	8750 (21%)	Not reported		Recharge to SW	N/C
<b>Eilean Siar</b>	Faire Community Careline Service - Social Work Department	No	Hebridean Housing partnership	Yes - Handle out of hours calls for other all council services incl SW EDT, Homeless, Environmental health, Emergency plan	930 (29%)	£284,000	£305	SW core revenue budget (70%) and cross-charges to other Comhairle services (30%)	5
<b>Falkirk</b>	Falkirk Council	No	Abbeyfield,Mgt Blackwood,Link, Hanover,Bield, Cairn	Yes- Council call centre	5735 (42%)	£245,420	£42	Falkirk Council revenue and capital funding budgets; FVHB	10 fte for telecare plus 13.64fte for call centre
<b>Fife</b>	Fife Council Community Alarm In House	No	Not at present	Calls for all Council services after 8 pm and at weekends	c.8,500 (1,500+6,200) (24%)	£506,660	£77	Fife Council; Housing Revenue Account	16fte
<b>Glasgow</b>	Glasgow City Council Community Alarm Service	No	No	No	19000 (36%)	£1,452,420	£76	Supporting People Grant	12 +supervisors/admin
<b>Highland</b>	Aberdeen City Council's Regional Communications Centre	Yes	No (see Aberdeen Regional Centre)	ARCC	3254 (14%)	£121,956	£37	Social Work Services General Fund; Housing Revenue Account	See ARCC
<b>Inverclyde</b>	Bield Response 24	Yes	See Bield(below) Inverclyde contract with Bield for call handling	See Bield	1500 (18%)	Com/Sens		Mainstream Community Care; Supporting People	See Bield
<b>Midlothian</b>	Midlothian Council	No	No	after 5 and w/e for housing repairs, CCTV, environment etcHomecare out of hours(15/01)	1275 (25%)	£44,726	£350	Supporting People; Midlothian Council Social Work Division; Midlothian Council Hosuing Revenue Capital Programme	
<b>Moray</b>	<b>ARCC</b>	Yes	See ARCC	See ARCC;(only telecare for Moray)	1379(16%)	£55,380	£40.00	Moray Council Community Care Budget; Supporting People; Housing Revenue Budget	ARCC
<b>North Ayrshire</b>	South Ayrshire Monitoring Service	Yes	See S Ayrshire	See S Ayrshire	2268(16%)	£566,260	£249	Social Services Budget	See S.Ayrshire
<b>North Lanarkshire</b>	North Lanarkshire Council	No	No	No	11120(40%)	c£250k	£22	Social Work and Housing; Health and Social Work	11

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<b>Orkney Islands</b>	NHS Balfour Hospital	Joint Service, Age Concern, LA, NHS	Orkney Islands HA	Yes. Primarily Health Services Out of Hours SW	430(21%)	No charge- joint service			7
<b>Perth and Kinross</b>	Perth and Kinross Council	Back up only after 10pm (Angus)	No	Out of hours housing repairs, noise, community wardens	3000(22%)	£384,000	£116	Perth and Kinross Community Care	11 rising to 17 once recruitment completed
<b>Renfrewshire</b>	Hanover Telecare Association	No	See Hanover	Yes	3100(19%)	Com/sens		Mainstream Social Work budget and Supporting People Grant	See Hanover
<b>Scottish Borders</b>	Scottish Borders Council - Bordercare Community Alarm	No	SBHA, BHA, Link HA, Eildon, Margaret Blackwood	Also (after 5+w/e) SBC general enquiries, Education, emergency planning, Community safety forum, Childcare partnership, Environmental health,Tech services	3094(25%)	£459,329	£148	Client recharge at full economic cost directly and via Social Landlords Supporting People recharge Palliative Care budget (NHS)	9.8fte
<b>South Ayrshire</b>	South Ayrshire Monitoring Service	Yes(N Ayr)	No	Provide out of hours service to most Council services+monitor CCTV	1690(13%)	£309,794	£183	Revenue budget	18fte
<b>South Lanarkshire</b>	South Lanarkshire Council Housing and Technical Resources	No	No	Also do CCTV,+ after 5pm/w/e anti social noise, road repairs, housing repairsetc	6500(22%)	£651,478	£100	South Lanarkshire Council, Social Work budget	12
<b>Shetland</b>	Shetland	No- Private contract( until july 08)- Tunstall	Yes- through contract with Clacks council	Yes - telecare only	750(38%)	£72,000.00	96	Charitable trust	Tunstall
<b>Stirling</b>	Stirling Council - Contact Centre	Yes- Clacks	No	This is the Contact Centre for Stirling Council 24/7	3570(43%)	£92,000.00	25	Mainstream community care budget	9ft
<b>West Dunbartonshire</b>	East Dunbartonshire Council - Hourcare 24	Yes	No	(East Dunbarton)	1553(17%)	Not reported	tba	Revenue budget	East D
<b>West Lothian</b>	West Lothian Careline	No	Have recently agreed service with Cairn HA	Yes; Careline is one part of W Lothian Call 24/7/365 call centre	3000(25%)	c £225,000	£75	Revenue budget	14

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<b>Bield</b>	Bield response 24		Contract with Inverclyde, East Ren, as well as own Schemes, and 55 housing associations	Housing repairs (O/O), DIAL, Medical reminder service	22,000 of whom 12,000 are telecare	Com sensitive	Com sensitive		(24-p/t)
<b>Hanover</b>	Hanover Housing Association		Contract with Renfrewshire, Argyll and Clyde, own Schemes, and other RHAs	Housing repairs (O/O) as well	33,000, of whom c 20,00 are 'Telecare'	Com sensitive	Com sensitive		36

## APPENDIX 2

Partnership/ Housing Association	Staff per shift	No of telecare calls(p/a)	Separate team within Call centre?	Response times monitored and achieved?	Equipment	On-line access to SW client information?	Local Relationship valued?	Complaints procedure?	Business continuity plan?	Accredited or registered ?	Managed by (service?)	Links to other SW out of hours services?	Tele health ?
<b>Aberdeen City</b>	3 (day) 2(night)	170000	No	Yes	Tunstall PNC4	No	N/A	Yes (ARCC)	Yes (local)	No	Aberdeen City dept of continous improvement	Yes	No
<b>Aberdeenshire Angus</b>	ARCC 2(d)1(n)	ARCC 128000	No	ARCC Yes	ARCC Chubb	No	Yes	Council	With P&K	No Not yet	SW	Yes No	No No
<b>Argyll and Bute</b>	Hanover	Hanover	Hanover	Hanover	Hanover	No	N/A	Hanover	Hanover	Hanover	SW	No	Pilot progressing
<b>Clackmannanshire</b>	See stirling												
<b>Dumfries and Galloway</b>	2 (day)1 ngt)	142176	Yes from Jan 08	Yes	TunstallPNC 4	Yes limited access to SW blue sky	Yes	D&G	Local	No	Corporate services (IT)	No - WoS	High interest and potential
<b>Dundee</b>	2(day)1(nht)	93984(12%)NO	Yes (go out as well)	Yes	TunstallPNC 4	Yes (Separate Screen-'SS')	Yes	Dundee	Local	No	SW	Yes EDT	No
<b>East Ayrshire</b>	2(day)1(nht)	68798(10%)	Yes	Yes	Jontek	Yes (SS)	Yes VIP	E.A.Coun	Local	No	SW(just now)	No (WoS)	Yes
<b>East Dunbartonshire</b>	2(day)2(nht)	30296	Yes	Yes	TunPNC3	Yes(SS)	Yes	E.D Council	Tunstall	No	SW	Yes	No
<b>East Lothian</b>	2	73070(9%)	Yes	Yes	TunPNC4	No	Yes VIP	E.L Council	Tunstall	No	C/Ex	No	No
<b>East Renfrewshire</b>	Bield	Bield	Bield	Bield	Bield	No	N/A	Bield	Bield	Bield	SW/Bield	No	No
<b>Edinburgh</b>	5(incl response/install)	194,740	Yes, also install and respond		Jontek' to be upgraded to 3g)	Yes(SS)	Yes	Edinburgh Council		Charter mark		Community services	No
<b>Eilean Siar</b>	1 all times	3635	No	Yes	TunstallPNC 3	Yes (SS)	Yes	Council	Local	No	SW	Yes	Interest not reciprocated yet
<b>Falkirk</b>	2 for Mecs calls	64236	Yes	Yes	Initial attendo/Chubb	Yes(SS)	Yes	S.W (LA)	Yes	No	SW(Mecs)	No	Interest (Falls Prevention programme in place)
<b>Fife</b>	3 norm, 2 min	100574	No	Yes	Initial attendo/Chubb	No	Yes	Fife C	Local	No(T)	SW	Yes	No

## APPENDIX 2

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<b>Glasgow</b>	8(day)4(nght)	282,530	No	Yes	TunstallPNC 4	Yes (SS)	No	Glasgow	Local	No	Direct Care	No	No
<b>Highland</b>	ARCC	ARCC	ARCC	ARCC		ARCC	ARCC	ARCC	ARCC	No	ARCC	No	No - but significant interest in Highland
<b>Inverclyde</b>	Bield	20,787	Bield	Bield	Bield	No	Bield	Bield	Bield	Bield	Bield (Contract)	No	No
<b>Midlothian</b>	2	16893	No	Yes	TunstallPNC 4	No	Yes	Midlothian Cncil	Tunstall	No	Corporate services (IT)	No	No
<b>Moray</b>	ARCC	14120	ARCC	ARCC	ARCC	No	ARCC	ARCC	ARCC	No	ARCC	No	No
<b>North Ayrshire</b>	S. Ayrshire		S Ayrshire	S Ayrshire	S Ayrshire	No	n/a	Council	S Ayrshire	No	S Ayrshire	No	No
<b>North Lanarkshire</b>	3(day)2(o/n)	328,000	Yes	Yes	TunstallPNC 3	Yes (SS)	Yes	Council	Local	Yes x3 (TSA,CC, C>M)	SW	No	Some experience +link to D.N +great potential
<b>Orkney Islands</b>											Orkney NHS	Yes	Not known - but NHS provide call handling service + expertise
<b>Perth and Kinross</b>	2(day)1(nht)	40343	No	Yes	Chubb	Yes(Separate screen)	Yes	P&K Council	With Angus Council	No	SW	No	No, but capable/interested.
<b>Renfrewshire</b>	See Hanover	46621	See Hanover	See Hanover	See Hanover	No			See Hanover	See Hanover	SW	No	N/a

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<b>Scottish Borders</b>	2(days)1 nht	100770	No	Yes	TunPNC4	Yes	Yes	SBC	Tunstall	No	SW	Yes	Willing - good local relationship
<b>South Ayrshire</b>	2 minimum;can rise to six	120,000(tbc)	No (preferred)	Yes	TunPNC4	Yes- S Ayrshire only (SS)	Yes	Local Council	Tunstall +own generator	No	Community Safety service	No	Willing - no technical difficulty envisaged
<b>South Lanarkshire</b>	2 minimum; 3 peak times	13552	No- (2 teams interchange)	Yes	Tun PNC3	Yes	Yes(also local response team)	S Lanarkshire Council	Tunstall	Internal-S L C QA system	SW	No	No-not currently being considered
<b>Shetland</b>	Tunstall	6130	Tunstall	Yes as per contract	Tun pnc4	No	Yes-likely to influence review	Shetland Council	local	No	SW manage the contract	No	No, but interested
<b>Stirling</b>	2 at all times	6600	Yes,but all staff provide cover	Yes	Tun PNC3	No	Valued, but not essential/critical	Stirling Council	Local	No(CCA under consideration)	Improvement and customer service	Yes-+ for Falkirk and Clacks	No
<b>West Dunbartonshire</b>	East D	18922	East D	East D	East D	No	N/A	W D Council	East D	East D	Contract managed by SW	No	No
<b>West Lothian</b>	2 on each shift (overlap>3)	160880	Yes- but also 'cover'	Yes	TunPNC4	Yes(SS)	Yes	WLCouncil	Tunstall	Chartermark and CCA;TSA 2008	C/EX	No	Planned for 2008
<b>Hanover</b>	min 4 daytime, 2 after 10		No	Yes	TunPnc4	No	N/A	Yes	Yes	Yes- TSA	Formal Contracts in place	Part of Hanover	***
<b>Bield</b>	min 3,rising to 4 in peak demand	450,000	No	yes	Jontek	NO	N/A	Yes	Yes	Yes TSA	Formal Contracts as req	Part of Bield HA	No

\*\*\* Planned for 2008, also currently epilepsy monitors, plus 'vivtech' bracelets in Edinburgh