

# Public Document Pack



**Service Director – Legal, Governance and  
Commissioning**

**Julie Muscroft**

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Thursday 9 November 2023

## Notice of Meeting

Dear Member

### Health and Adult Social Care Scrutiny Panel

The **Health and Adult Social Care Scrutiny Panel** will meet in the **Meeting Room 3 - Town Hall, Huddersfield** at **2.00 pm** on **Friday 17 November 2023**.

This meeting will be webcast live and will be available to view via the Council's website.

The items which will be discussed are described in the agenda and there are reports attached which give more details.

A handwritten signature in black ink, appearing to read "Julie Muscroft", on a light-colored background.

**Julie Muscroft**

**Service Director – Legal, Governance and Commissioning**

Kirklees Council advocates openness and transparency as part of its democratic processes. Anyone wishing to record (film or audio) the public parts of the meeting should inform the Chair/Clerk of their intentions prior to the meeting.

## **The Health and Adult Social Care Scrutiny Panel members are:-**

### **Member**

Councillor Bill Armer (Chair)

Councillor Beverley Addy

Councillor Itrat Ali

Councillor Jo Lawson

Councillor Alison Munro

Councillor Habiban Zaman

Kim Taylor (Co-Optee)

# Agenda

## Reports or Explanatory Notes Attached

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**Pages**

**1: Appointment of Chair**

To appoint a Chair of the meeting.

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**2: Membership of the Panel**

To receive apologies for absence from those Members who are unable to attend the meeting.

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**3: Declaration of Interests**

1 - 2

Members will be asked to say if there are any items on the Agenda in which they have any disclosable pecuniary interests or any other interests, which may prevent them from participating in any discussion of the items or participating in any vote upon the items.

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**4: Admission of the public**

Most agenda items take place in public. This only changes where there is a need to consider exempt information, as contained at Schedule 12A of the Local Government Act 1972. You will be informed at this point which items are to be recommended for exclusion and to be resolved by the Panel.

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**5: Call in of Strategic Director Decision in relation to Carephones**

3 - 26

To consider information relating to the Strategic Director Decision in relation to Carephones.

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<p style="text-align: center;"><b>KIRKLEES COUNCIL</b></p> <p style="text-align: center;"><b>COUNCIL/CABINET/COMMITTEE MEETINGS ETC</b></p> <p style="text-align: center;"><b>DECLARATION OF INTERESTS</b></p> <p style="text-align: center;">Health &amp; Adult Social Care Scrutiny Panel</p>				
<p><b>Name of Councillor</b></p>				
<p><b>Item in which you have an interest</b></p>	<p><b>Type of interest (eg a disclosable pecuniary interest or an "Other Interest")</b></p>	<p><b>Does the nature of the interest require you to withdraw from the meeting while the item in which you have an interest is under consideration? [Y/N]</b></p>	<p><b>Brief description of your interest</b></p>	

Signed: ..... Dated: .....

## NOTES

### Disclosable Pecuniary Interests

If you have any of the following pecuniary interests, they are your disclosable pecuniary interests under the new national rules. Any reference to spouse or civil partner includes any person with whom you are living as husband or wife, or as if they were your civil partner.

Any employment, office, trade, profession or vocation carried on for profit or gain, which you, or your spouse or civil partner, undertakes.

Any payment or provision of any other financial benefit (other than from your council or authority) made or provided within the relevant period in respect of any expenses incurred by you in carrying out duties as a member, or towards your election expenses.

Any contract which is made between you, or your spouse or your civil partner (or a body in which you, or your spouse or your civil partner, has a beneficial interest) and your council or authority -

- under which goods or services are to be provided or works are to be executed; and
- which has not been fully discharged.

Any beneficial interest in land which you, or your spouse or your civil partner, have and which is within the area of your council or authority.

Any licence (alone or jointly with others) which you, or your spouse or your civil partner, holds to occupy land in the area of your council or authority for a month or longer.

Any tenancy where (to your knowledge) - the landlord is your council or authority; and the tenant is a body in which you, or your spouse or your civil partner, has a beneficial interest.

Any beneficial interest which you, or your spouse or your civil partner has in securities of a body where -

- (a) that body (to your knowledge) has a place of business or land in the area of your council or authority; and
- (b) either -

the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or

if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you, or your spouse or your civil partner, has a beneficial interest exceeds one hundredth of the total issued share capital of that class.



**Name of meeting:** Health and Adult Care Scrutiny Panel

**Date:** 17 November 2023

**Title of report:** Call in of Decision in relation to Carephones

**Purpose of report:** To provide members of the Health and Adult Social Care Panel with background information in respect of the Call-In.

<b>Key Decision - Is it likely to result in spending or saving £500k or more, or to have a significant effect on two or more electoral wards? Decisions having a particularly significant effect on a single ward may also be treated as if they were key decisions.</b>	<b>Yes/ no or Not Applicable</b>  Yes
<b>Key Decision - Is it in the <u>Council's Forward Plan (key decisions and private reports)?</u></b>	<b>Key Decision – Yes</b>  <b>Private Report/Private Appendix – No</b>
<b>The Decision - Is it eligible for call in by Scrutiny?</b>	<b>Yes/No or Not Applicable</b> <i>(if No or Not applicable – please explain why) – No – report is subject of call-in</i>
<b>Date signed off by <u>Strategic Director</u> &amp; name</b>	N/A
<b>Is it also signed off by the Service Director for Finance?</b>	N/A
<b>Is it also signed off by the Service Director for Legal Governance and Commissioning?</b>	Julie Muscroft – 8 November 2023
<b>Cabinet member <a href="#">portfolio</a></b>	Cllr Jackie Ramsey – Health & Social Care

**Electoral wards affected:** N/A

**Ward councillors consulted:**N/A

**Public or private:** Public

**Has GDPR been considered?** Yes

## 1. Summary

### Key Points

- 1.1 On 6 November 2023, the Service Director for Legal, Governance & Commissioning received written notification from 2 councillors from the Health and Adult Social Care Scrutiny Panel (including the Chair) of their wish to call-in a decision of the Strategic Director for Adults and Health. The decision was in relation to Carephones. Following a validation exercise of the Call-in request form by the Chair of Scrutiny and the Service Director for Legal, Governance and Commissioning, a document has been produced, including the validated reasons for the call-in (attached at Appendix 1).
- 1.2 The Panel has access to all papers considered by the Strategic Director when making the decision, and will be able to question the relevant officers and the Cabinet Member. Committee Members are also able to hear from other interested parties including other councillors and members of the public. A detailed timetable for the Panel meeting is attached at Appendix 2.
- 1.3 The Panel and the public should focus its attention and questions on those issues that are set out in the validated Call-in request.
- 1.4 Once the Panel has considered the points raised and all supporting information and evidence, it must resolve either to:
  - (1) Free the decision for implementation
  - (2) Refer it back to the Strategic Director/Cabinet with a recommendation for amendment.
  - (3) In exceptional circumstances, refer the issue to the next Council meeting if the decision is not consistent with the budget or any policy previously agreed by the Council. This can only be done with advice from the relevant senior officers and the Service Director: for Legal, Governance and Commissioning.
- 1.5 If the decision is referred back to the Strategic Director/Cabinet, the options available will include:
  - Accept the recommendation of the Scrutiny Panel and amend the decision;
  - Decide that further work needs to be done and defer the item until this is completed. The Health and Adult Social Care Panel should be kept informed of the work as it progresses and be formally notified when it is to be reconsidered;
  - Not accept the view of the Scrutiny Panel and confirm the original decision;
  - Refer the issue for discussion at the next appropriate Council meeting.



1.6 If the Strategic Director/ Cabinet confirms the original decision, it can be implemented immediately as there is no scope for further review and challenge. A decision may only be reviewed once.

**2. Information required to take a decision**

The Panel will have access to all the information considered by the Strategic Director when making the original decision.

**3. Implications for the Council**

There are no specific implications for the Council within this report as the Panel does not have decision making powers. However, as a result of hearing the call in evidence, recommendations may be made to Cabinet to amend its decision which, if accepted, could result in implications for the Council.

**3.1 Working with People**

N/A

**3.2 Working with Partners**

N/A

**3.3 Place Based Working**

N/A

**3.4 Climate Change and Air Quality**

N/A

**3.5 Improving outcomes for children**

N/A

**3.6 Financial Implications for the people living or working in Kirklees**

N/A

**3.7 Other (eg Integrated Impact Assessment (IIA)/Legal/Financial or Human Resources) Consultees and their opinions**

#### **4 Next steps and timelines**

Following consideration of all the information and evidence, Members of the Panel need to make one of the following three recommendations, in accordance with the Council Procedure Rules:

- (1) Take no further action and free the decision for implementation.
- (2) Refer it back to the Strategic Director/Cabinet with recommendation(s) for amendment.
- (3) In exceptional circumstances, refer to the next Council meeting (only if the decision is not in line with the budget or any policy previously agreed by the Council. This can only be done with advice from the relevant senior officers and the Service Director for Legal, Governance and Commissioning.)

#### **5 Officer recommendations and reasons**

That Members of the Panel consider all of the information and evidence and make one of the three recommendations in accordance with the Overview and Scrutiny rules as set out in the Constitution.

#### **6 Cabinet Portfolio Holder's recommendations**

N/A

#### **7 Contact officer**

Leigh Webb, Governance Manager, Tel: 01484 221000  
email:leigh.webb@kirklees.gov.uk

#### **8 Background Papers and History of Decisions**

Overview and Scrutiny Rules – Council Constitution.

#### **9 Service Director responsible**

Julie Muscroft, Service Director, Legal, Governance & Commissioning.

**Scrutiny Areas of Focus following Call In request relating to the Carephones Decision made on 30th October 2023**

Following consideration of the call in request form, the following areas have been validated as the focus of the call in review meeting 17 November 2023.

<b>Decision making principle</b>	<b>Area of focus</b>
1.Relevant considerations	<p>There is no indication within the Decision Notice and associated documents that “due regard” has been given to the fact that very many, if not all, affected service users are by definition disabled people. More weight appears to have been given to carers/relatives of service users rather than to the impact on users themselves.</p> <p>Whilst mention is made of an associated I.I.A., which in theory includes or replaces an E.I.A., it appears that the Assessment has only considered the income levels of service users and has not considered the fact that most are disabled people and, as such, the impact upon them must be considered within the terms of the current Equality Act and other relevant legislation. In particular, it needs to be considered whether these service users are suffering hardship or disadvantage as a result.</p> <p>It is arguable that “due regard” has not been demonstrated to have been given to relevant factors around disability, whilst the potentially irrelevant effects upon relatives and carers have been considered when they should have been disregarded.</p> <p>It is not made clear that this decision meets the requirements of the Public Sector Equality Duty, which include:</p> <ul style="list-style-type: none"> <li>• removing or reduce the disadvantage that people with protected characteristics face</li> <li>• taking steps to meet the specific needs of people with protected characteristics</li> <li>• encouraging people with protected characteristic to participate fully in all activities, especially where they are underrepresented</li> </ul>

	<p>List supporting evidence:</p> <p>“Issue Details: Carephones Restructure and Full Cost Recovery” at:  <a href="https://democracy.kirklees.gov.uk/mglIssueHistoryHome.aspx?lId=31633&amp;Opt=0">https://democracy.kirklees.gov.uk/mglIssueHistoryHome.aspx?lId=31633&amp;Opt=0</a></p> <p>“Carephones Restructure and Full Cost Recovery” at:  <a href="https://democracy.kirklees.gov.uk/ieDecisionDetails.aspx?ID=11488">https://democracy.kirklees.gov.uk/ieDecisionDetails.aspx?ID=11488</a></p> <p>“Officer Delegated Decisions” at:  <a href="https://democracy.kirklees.gov.uk/documents/s54149/329.%20Appendix%20-%20Carephones%20Restructure%20and%20Full%20Cost%20Recovery.pdf">https://democracy.kirklees.gov.uk/documents/s54149/329.%20Appendix%20-%20Carephones%20Restructure%20and%20Full%20Cost%20Recovery.pdf</a></p> <p><a href="https://www.equalityhumanrights.com/guidance/public-sector-equality-duty">https://www.equalityhumanrights.com/guidance/public-sector-equality-duty</a></p>
2. Consult	<p>There has been no consultation with service users:</p> <p>“No consultation has taken place with our service users to date and this is primarily down to the service exploring all other options first rather than the increased costs passing onto service users.”</p> <p>List supporting evidence:</p> <p><a href="https://democracy.kirklees.gov.uk/mglIssueHistoryHome.aspx?lId=31633&amp;Opt=0">https://democracy.kirklees.gov.uk/mglIssueHistoryHome.aspx?lId=31633&amp;Opt=0</a></p>
3. Options	<p>Although the “Issue Details” report declares that “All options of alternative funding streams have been explored and exhausted”, no detail is given of such options, nor any reason why they were disregarded.</p> <p>List supporting evidence:</p> <p><a href="https://democracy.kirklees.gov.uk/mglIssueHistoryHome.aspx?lId=31633&amp;Opt=0">https://democracy.kirklees.gov.uk/mglIssueHistoryHome.aspx?lId=31633&amp;Opt=0</a></p>

**Call-In Hearing Timetable  
(Carephones)**

Meeting		Timetable <sup>1</sup>
1.	<b>Appointment of Chair</b>	2pm
2.	<b>Introduction by Chair of Panel</b> - explanation of conduct of the meeting	2.05pm 5 minutes
3.	<b>Lead Signatory's Statement</b>  Explanation of reasons set out in call in request and any supporting evidence  <b>Clarification:</b> Panel Members may seek clarification on anything that has been said.	2.10 pm  15 minutes
4.	<b>Public Participation (Councillors)</b>  - councillors who are not signatories may attend to give evidence relevant to the reasons set out in the Call-In request (up to 5 minutes each)  <b>Clarification:</b> Panel Members may seek clarification on points raised by councillors	2.25 pm  15 minutes
5.	<b>Public Participation (Public)</b>  - members of the public may attend to give evidence on the reasons set out in the call on request (up to 5 minutes each – it is recommended that pressure groups are represented by 1 speaker)  <b>Clarification:</b> Panel Members may seek clarification on points raised by members of the public	2.40 pm  15 minutes
6.	<b>Decision-Makers Statement</b>  The relevant decision-makers, with support from appropriate officers, will: - respond to the reasons set out in the call in request - Have the opportunity to respond to any information that has been raised during the discussion at the meeting.  <b>Clarification:</b> Panel Members can raise issues of clarification with the decision-makers	2:55 pm  30 minutes

**Call-In Hearing Timetable  
(Carephones)**

7.	<p><b>Final Panel clarification</b></p> <p>- If required, Panel Members can ask any outstanding questions of any of those who have presented information at the meeting</p>	<p>3:25 pm</p> <p>10 minutes</p>
<b>BREAK – COMMITTEE WITHDRAW TO FORMULATE DECISION</b>		
8.	<p>The Panel will reconvene to read out their decision and the reasons for this which will be in accordance with the options set out in the Council Procedure Rules:</p> <p>(1) take no further action and free the decision for implementation *</p> <p>(2) refer it back to the Cabinet with recommendation/s for amendment</p> <p>(3) in exceptional circumstances, refer to the next Council - only if the decision is not in line with the budget or any policy previously agreed by the Council**.</p> <p><i>* The Panel may identify areas of learning for Cabinet to consider which do not require the original decision to continue to be suspended from implementation.</i></p> <p><i>** This can only be done with advice from the relevant senior officers and the Service Director for Legal, Governance and Commissioning Head of Legal Services.</i></p>	

1. Please note that the timings are for guideline purposes only and are subject to change on the day at the discretion of the Chair of the meeting.

## **Item for Portfolio Holders Briefing – 16 May 2022**

### **Title of item – Carephones Digital Switch-over**

#### **1. Purpose**

This report is to secure agreement to release capital funding already provisionally allocated in the Capital Plan to upgrade all Carephone equipment to digital in a planned way, so that as more local exchanges upgrade to fully fibre, Carephone users will already have the right equipment in place. It is anticipated that this work will take 18 months to complete and will take place from June 2022 to December 2023. This proposal seeks approval to replace existing analogue Carephone technology in the homes of approximately 3,500 vulnerable Kirklees citizens.

#### **2. Decision required**

- Approve the proposed capital investment of £1.381m, conditionally agreed by Cabinet on 01 February 2022 and set aside in the Capital Plan, to be funded from within the Adults Service existing capital programme, to enable the timely delivery of the digital switchover by December 2023
- Delegate authority to the Strategic Director for Adults and Health to enter into and execute a contract with the chosen suppliers of the digital replacement of analogue Carephones.

The capital spending requires approval by cabinet on 14<sup>th</sup> June 2022.

#### **3. Background**

Openreach, the UK's digital network delivery provider, is working through its plan to retire the UK analogue telephone network by the end of 2025. The Carephone Home Safety Service is the Kirklees Council in-house telecare provider that supports approximately 7,000 vulnerable citizens to stay independent for longer in their own homes through a range of assistive technology. 3,500 of these citizens have analogue units which will be affected by the digital switchover.

The moves by Openreach to complete the digital switchover by the end of 2025 are now gathering pace and work is already taking place locally to upgrade exchanges to a fully fibre digital network. In the Kirklees district the Flockton and Kirkburton exchanges ceased on 25th January 2022.

As the number of local exchange upgrades increases so will the number of Carephone users who will need their analogue telecare devices replacing with digital so that they can continue to receive a service.

The existing Carephone call handling platform is already configured for incoming and outgoing calls across both analogue and digital networks and will not therefore require an upgrade as it is digital ready.

To facilitate the implementation of the replacement programme, additional staffing capacity will be required to install the digital equipment and provide dedicated resources to check the connectivity of the new devices in the Carephone control centre as there is insufficient capacity within the existing staffing resources to deliver this project. It is proposed that the additional staffing and equipment costs would be capitalised. The associated transport and software licences will be met through existing budgets.

On 01 February 2022 Cabinet approved an Adult Social Care bid for capital funding for 2022/2023 and 2023/24. £1,381m of which was conditionally agreed for the Carephones Digital Switchover.

#### **4. Key issues**

- There is a risk that service users experience an interruption to service provision because of a digital upgrade to the local network that the Carephone Service was unaware of and hence had not planned for or addressed in a timely way. The proposals in this paper seek to mitigate these.
- Failure to upgrade analogue connections before the digital switchover will result in service users no longer having the ability to receive a service.
- The service has held discussions with the framework suppliers and have agreed a plan to use a mixture of suppliers to ensure the project can deliver on time, factoring in the global component parts shortages and lead in times to purchase equipment.
- An examination of the Carephones charging policy is being conducted and in the interim increased revenue costs will need to be met from within the baseline budget pending the outcome of the review.
- There is also a longer-term financial implication of the switch to digital that is outside the immediate scope of this proposal in that the digital telecare units are based upon Global System for Mobiles (GSM) technology that contains an integral roaming SIM card. The SIM cards attract a monthly fee from the supplier of £4 per month per device which once all the remaining analogue telecare devices are replaced by digital will amount to between £270K - £360K per year.

#### **5. Implications for the Council**

##### **5.1 Working with People**

This proposal has been developed in conjunction with the senior management team in Adult Services.

Staff, Unions and Carephones users and their carers will be kept fully informed throughout and the service is developing a robust communications strategy as part of this proposal, including input from citizens and communities to work co-productively on the changes.

##### **5.2 Working with Partners**

The service will work in conjunction with Openreach to ensure all Carephones users are switched to digital in line with local exchange switchover times.

The Carephone Service is engaging with TEC Services Association, the industry and advisory body for technology enabled care, as part of its work to understand the impact on service delivery as the UK's telecoms infrastructure is upgraded to digital connectivity.

##### **5.3 Place Based Working**

As stated above, the switchover will be managed in conjunction with Openreach across Kirklees districts in line with local exchange switchover times.



## 5.4 Climate Change and Air Quality

No Implications

## 6. Financial, HR, Communications issues (including value for money)

On 01 February 2022 Cabinet approved an Adult Social Care bid for capital funding for 2022/2023 and 2023/24. £1,381m of which was conditionally agreed for the Carephones Digital Switchover.

### Capital Investment Required

	2022/23	2023/24	2024/25
	£000's	£000's	£000's
Land	0	0	0
Building	0	0	0
Equipment	785	368	0
Transport	0	0	0
Licenses	0	0	0
Salaries	152	76	0
<b>Total</b>	<b>937</b>	<b>444</b>	<b>0</b>

### Revenue Implications

	2022/23	2023/24	2024/25	2025/26
	£000's	£000's	£000's	£000's
Revenue Expenditure	195	360	360	360
Revenue Income				
<b>Total</b>	<b>195</b>	<b>360</b>	<b>360</b>	<b>360</b>

An examination of the Carephones charging policy is being conducted and in the interim increased revenue costs will be met from within the baseline budget pending the outcome of the review.

## 7. Timescale

7.1 Following approval of the proposal, an implementation plan and delivery timetable will be agreed with equipment exchanges commencing in June 2022. The plan will also include provision for:

- Recruiting 3 Carephone installers on an 18-month fixed term contract.
- Recruiting 3 Business Support Officers on an 18-month fixed term contract.
- Purchase of additional five call handling licences for 2 years

7.2 A phased approach to rolling out of replacement digital telecare devices will be on a locality basis linked to Openreach upgrade of local exchanges from June 2022 to December 2023.

7.3 A full communications strategy is being developed to ensure all relevant stakeholders are kept fully informed throughout.

**8. Recommendations**

That ET approve the proposed approach  
That ET approve the decision required.

Report Sponsor: Richard Parry Strategic Director for Adults and Health	Contact Officer: Scott Clews Service Manager, Adult Social Care Operations
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**IMPORTANT NOTE: ALL INFORMATION ON THIS FORM WILL BE IN THE PUBLIC DOMAIN**  
**Please ensure that you have Strategic Director approval before sending to**  
**Executive Governance for publication and advise in your email that approval has been**  
**obtained and from whom**

1. Title of Report	Carephones Restructure and Full Cost Recovery
2. Give a brief description of the item	<p>Carephones is currently in the process of re-structuring because the current model is not operationally sustainable due to the continued increased demand. The improved model requires £215K increased funds.</p> <p>The increase would be as follows: £1.10 per week increase plus the new customer charge of £50 for each new installation. This will cover all the cost of the new service at £215K.</p> <p>If the corporate costs are to be included it will be £2.57 per week increase plus the £50 installation charge.</p> <p>An Integrated Impact Assessment has been completed which highlights the main impact would be individuals on low incomes. The Carephones service is a means tested service via a financial assessment. There are currently approximately 7000 registered Carephone users and 3200 Carephone users who pay for their service.</p> <p>All options of alternative funding streams have been explored and exhausted.</p> <p>The main mitigating factor for risk in this option is that this service is means tested so only those who can afford to pay will pay the increased charges.</p>
3. Wards Affected	<p><b>Wards Affected:</b> All Wards</p> <p><b>List Wards:</b> All wards in Kirklees</p>
4. Is this a key decision?	<p><b>Key Decision Yes</b>  <b>If Yes go to Section 6.</b></p>
5. Has this KDN delegated decision had sign off from your Strategic Director?	<p><b>Signed off by Strategic Director Yes</b></p>
6. Reason for Key Decision	<p>Please select one of the following reasons:  <b>Affects more than 1 ward</b></p>
7. Does the report have a private appendix?	<p><b>Choose: No</b>  <b>If Yes go to Section 8.</b></p>
8. Reason for private appendix	<p>Please include:  (see last page for full description of exemption clauses for Exclusion of the Public)</p>

	<p><b>Which exempt clause is applicable to the report:</b></p> <p>1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6a <input type="checkbox"/> 6b <input type="checkbox"/> 7 <input type="checkbox"/></p>
<b>9. Decision Maker</b>	<p><b>Cabinet or Officer key decision:</b></p> <p>Please select one of the following: <b>Officer Key Decision</b></p>
<b>10. Cabinet Date or Decision date</b>	Click or tap to enter a date.
<b>11. Lead Member (Portfolio Holder)</b>	<p><b>Tick all that apply:</b></p> <p><input type="checkbox"/> Cllr C Scott– Leader of the Council</p> <p><input type="checkbox"/> Children – Cllr V Kendrick</p> <p><input type="checkbox"/> Learning &amp; Aspiration – Cllr E Reynolds</p> <p><input checked="" type="checkbox"/> Health &amp; Social Care – Cllr J Ramsay</p> <p><input type="checkbox"/> Housing &amp; Highways – Cllr M Ahmed</p> <p><input type="checkbox"/> Culture &amp; Greener Kirklees – Cllr Y Hussain</p> <p><input type="checkbox"/> Finance &amp; Regeneration – Cllr G Turner</p> <p><input type="checkbox"/> Corporate – Cllr Paul Davies</p> <p><input type="checkbox"/> Communities – Cllr M Pervaiz</p>
<b>12. Service/Strategic Director</b>	<p>Name: Richard Parry  Job Title: Strategic Director  E-mail: <a href="mailto:richard.parry@kirklees.gov.uk">richard.parry@kirklees.gov.uk</a></p>
<b>13. Lead Officer</b>	<p>Name: Gail Addinall  Job Title: Head of Adult Social Care North Kirklees  E-mail: <a href="mailto:gail.addinall@kirklees.gov.uk">gail.addinall@kirklees.gov.uk</a></p>
<b>14. Background papers</b> <i>(inc. website address if applicable)</i>	
<b>15. Engagement process</b>	<p>12 months ago, the service engaged with Co-production Board with an ask for interested parties to work with the service to develop the new model and charging policy. Unfortunately, no one attending the board at the time volunteered to be involved.</p>
<b>16. Consultation</b>	<p>No consultation has happened with our service users to date this is primarily down to the service exploring all other options first rather than the increased costs passing onto service users. It was hoped that other funding options would be available from within Adult Social Care and/or its system partners because of the preventative nature of the service. However due to the current financial climate these avenues have not been successful. We did explore BCF monies however this was not successful.</p> <p>Portfolio Briefing – Monday 4 September  Attendees:  Richard Parry- Strategic Director, Adults and Health,  Michelle Cross – Service Director Mental Health, Learning Disabilities and Commissioning</p>

	Cath Simms – Service Director Adult Social Care and Cllr Jackie Ramsay – Portfolio Holder Health and Social Care
<b>17. Members / Officers Involved</b>	Richard Parry Michelle Cross Cath Simms

The current **Senior Management Team Structure** can be found on the Intranet [here](#)  
Information on Cabinet and Portfolio Holders can be found [here](#)

### Kirklees Council Exclusion of the Public

By virtue of Paragraph(s) 1 of Part 1 of Schedule 12A of the Local Government Act 1972

By virtue of Regulation 21 (1) (A) of the Local Authorities (Executive Arrangements) (Access to information) (England) Regulations 2000

Contains information provided by a political advisor or assistant.

Exemption Clause	Category	Condition
1	Information relating to any individual.	Information is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information
2	Information which is likely to reveal the identity of an individual.	Information is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information
3	Information relating to the financial or business affairs of any particular person (including the authority holding that information).	Information is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information  Information within paragraph 3 is not exempt if it must be registered under various statutes, such as the Companies Acts or the Charities Act 2011.  “Financial or business affairs” includes contemplated, as well as past or current, activities
4	Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.	Information is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information “Labour relations matters” are as specified in paragraphs (a) to (g) of section 218(1) of the Trade Unions and Labour Relations (Consolidation) Act 1992, i.e. matters which may be the subject of a trade dispute within the meaning of that Act or any dispute about any such matter
5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.	Information is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information

**KEY DECISION NOTICE (KDN)/PRIVATE APPENDIX PRO-FORMA**

Issue Manager ID:

Exemption Clause	Category	Condition
6	Information which reveals that the authority proposes  (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or  (b) to make an order or direction under any enactment.	Information is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information
7	Information relating to any action taken or to be taken in connection with the prevention, investigation, or prosecution of crime	Information is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information

Information falling within categories 1-7 is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992

# EIA STAGE 1 – SCREENING ASSESSMENT

## PROJECT DETAILS

<b>Name of project or policy:</b>	
Implementation of Carephones Service Review	
<b>Directorate:</b>	<b>Senior Officer responsible for policy/service:</b>
Adults	Gail Addinall
<b>Service:</b>	<b>Lead Officer responsible for EIA:</b>
Adults Operations North	Scott Clews
<b>Specific Service Area/Policy:</b>	<b>Date of EIA (Stage 1):</b>
Carephones Review	17/05/23

### Brief outline of proposal and the overall aims/purpose of making this change:

To redesign the Carephones team into a new Tech Enabled Care Service which has three core functions, telecare, technology enabled care development and lifestyle monitoring. Implement a new team structure that will increase capacity and capability within the team to maximise on the opportunities of TEC.

## ASSESSMENT SUMMARY

Theme	Calculated Scores						Stage 2 Assessment Required
	Proposal	Impact	P + I	Mitigation	Evidence	M + E	
Equalities	6	3.4	9.4	0	0	0	No
Environment		3.5	3.5	0	2	2	No

## NATURE OF CHANGE

WHAT IS YOUR PROPOSAL?	Please select YES or NO
To <b>introduce</b> a service, activity or policy (i.e. <b>start</b> doing something)	YES
To <b>remove</b> a service, activity or policy (i.e. <b>stop</b> doing something)	NO
To <b>reduce</b> a service or activity (i.e. <b>do less</b> of something)	NO
To <b>increase</b> a service or activity (i.e. <b>do more</b> of something)	YES
To <b>change</b> a service, activity or policy (i.e. <b>redesign</b> it)	YES
To <b>start charging</b> for (or increase the charge for) a service or activity (i.e. ask people to <b>pay</b> for or to pay more for something)	YES

WHAT LEVEL OF IMPACT DO YOU THINK YOUR PROPOSAL WILL HAVE ON...	Level of Impact Please select from drop down
Kirklees <b>employees</b> within this service/directorate? (overall)	Very Positive
Kirklees <b>residents</b> living in a specific ward/local area?	Very Positive
Please tell us which area/ward will be affected:	
<b>Residents</b> across Kirklees? (i.e. most/all local people)	Very Positive
Existing <b>service users</b> ?	Very Positive

Each of the following <b>groups</b> ?		Please select from drop down
<i>(Think about how your proposal might affect, either positively or negatively, any individuals/communities. Please consider the impact for both employees and residents - within these protected characteristic groups).</i>		
...age	What impact is there on Kirklees <b>employees</b> /internal working practices?	Positive
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Very Positive
...disability	What impact is there on Kirklees <b>employees</b> /internal working practices?	Positive
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Very Positive
...gender reassignment	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Neutral
...marriage/ civil partnership	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Neutral
...pregnancy & maternity	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Neutral
...race	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Neutral
...religion & belief	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Positive
...sex	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Neutral
...sexual orientation	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Neutral
...those in poverty or low-come	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Neutral
...unpaid carers	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Very Positive



WHAT LEVEL OF IMPACT DO YOU THINK YOUR PROPOSAL WILL HAVE ON...		Level of Impact	
		Please select from drop down	
Kirklees Council's <b>internal practices</b> ?		Positive	
Lifestyles of <b>those who live and work in</b> Kirklees?		Very Positive	
<b>Practices of suppliers</b> to Kirklees council?		Positive	
<b>Practices of other partners</b> of Kirklees council?		Positive	
Each of the following <b>environmental themes</b> ? (Please select from the drop down list)			
	<b>People</b>	<b>Partners</b>	<b>Places</b>
...clean air (including Climate Changing Gases)	Positive Score: 1	Positive Score: 1	Positive Score: 1
...Clean and plentiful water	Neutral Score: 2	Neutral Score: 2	Neutral Score: 2
... Wildlife and habitats	Neutral Score: 2	Neutral Score: 2	Neutral Score: 2
...Resilience to harm from environmental hazards	Positive Score: 1	Neutral Score: 2	Neutral Score: 2
... Sustainability and efficiency of use of resources from nature	Neutral Score: 2	Neutral Score: 2	Neutral Score: 2
...Beauty, heritage and engagement with the natural environment	Neutral Score: 2	Neutral Score: 2	Neutral Score: 2
... Resilience to the effects of climate change	Positive Score: 1	Positive Score: 1	Positive Score: 1
...Production, recycling or disposal of waste	Positive Score: 1	Positive Score: 1	Positive Score: 1
... Exposure to chemicals	Positive Score: 1	Neutral Score: 2	Neutral Score: 2

## HOW ARE YOU USING ADVICE AND EVIDENCE/INTELLIGENCE TO HELP YOU?

Please select YES or NO

### Equality Themes

Have you taken any <b>specialist advice</b> linked to your proposal? (Legal, HR etc)?	Yes
Do you have any <b>evidence/intelligence</b> to support your assessment (in section 2) of the impact of your proposal on...	Yes
...employees?	Yes
...Kirklees residents?	Yes
...service users?	Yes
...any protected characteristic groups?	Yes

Please list your **equalities** evidence/intelligence here [you can include hyperlinks to files/research/websites]:  
 We have the service data and intelligence which demonstrates significant increase in demand and complexity of people the team support. Increasing the capacity and range of services on offer will increase responsiveness of the service and the reach enabling more people to benefit from this service and stay independent in their own homes for longer. It will reduce the need for additional demand on the wider health and social care system such as ambulance call outs and hospital admissions.

	Please select from drop down
To what extent do you feel you are able to mitigate any potential negative impact of your proposal outlined on the different groups of people?	FULLY
To what extent do you feel you have considered your Public Sector Equality Duty?	FULLY

### Environmental Themes

Have you taken any <b>specialist advice</b> linked to your proposal?	Yes
Do you have any <b>evidence/intelligence</b> to support your assessment (in section 2) of the impact of your proposal on...	Yes
...Kirklees Council practices?	Yes
...resident and worker lifestyles?	Yes
...Practices of Supplier to Kirklees Council?	No
...Practices of other Kirklees Council partners?	Yes

Please list your environmental evidence/intelligence here [you can include hyperlinks to files/research/websites]:

	Please select from drop down
To what extent do you feel you are able to mitigate any potential negative impact of your proposal on the environmental issues identified?	FULLY

<p><b>1. Name or title of the decision</b></p>	<p>Request Agreement to Implement Full Cost Recovery for the CarePhones Service.</p>
<p><b>2. Brief description of the reason and why it has been taken <u>and</u> any alternative options that were considered and rejected by officers.</b></p> <p><b><u>Please included any date when the decision is expected to take effect.</u></b></p>	<p>The reason the decision has been taken is to enable the service to re-design and expand to meet the demand through the service and modernise the service in line with technical changes.</p> <p>The care phone service has evolved over recent years to offer more sophisticated options for people in order that they can remain independent. Alongside this, as part of digital switchover, new technology is being implemented based on mobile phone rather than landline technology.</p> <p>The Council is reviewing and increasing its charges for this service so that the charges continue to reflect the cost of providing the service. The service remains more cost effective for individuals than receiving more formal care services. It also provides reassurance and confidence to informal carers who do not live in the same household as the care phone user.</p> <p>If the corporate costs are to be included it will be £3.57 per week increase for all existing customers plus the £50 installation charge for all new customers. The Total Weekly Cost will be as follows: Standard package increasing from £5.60 per week to £9.17 - an increase of £3.57. Enhanced package increasing from £6.30 per week to £9.87 - an increase of £3.57. The total cost for the team is £1,438,532 (made up of £1,192,032 staff &amp; £246,500 corporate cost).</p> <p>The service provides people with the means of calling for help if they require urgent assistance, and when working in in partnership with the Mobile Response Service, makes a positive contribution to reducing pressure on blue light services.</p> <p>Assisted technology packages are regularly provided to support patient discharge from hospital in their own homes this reduces the risk of a hospital re-admission. This enables Carephone users carry on living independent lives in the places and communities they call home and stay as well as possible for as long as possible and those at risk of harm or abuse are kept safe.</p> <p>Assistive technology, such as telecare, is recognised by the Kirklees Assistive Technology strategy as having a role in reducing the need for statutory care services through supportive, responsive, or preventative solutions.</p>

	<p>The benefits of the technology are also experienced by family carers, providing reassurance that their family member can call for assistance at any time day or night. For some informal carers the reassurance results in greater economic independence as they have the confidence to seek out or maintain employment in the knowledge that help is available for their loved one should it be required.</p> <p>The impact of this on carer wellbeing and ability to sustain informal care, prevents, reduces and delays the need for statutory services.</p> <p>Assisted technology is improving and advancing all the time leading to more creative support linked through the care phone system.</p> <p><b>Risks:</b> The service would not be sustainable longer term. There would be no scope for modernisation or expansion of the service to meet growing demand.</p> <p>The service could not be covered over a 24-hour period. The service would need to re-evaluate the offer to the public.</p> <p>It would be difficult to manage the current level of support given to Care phone users leaving them at risk in their own homes.</p>
<p><b>3. Please state which Scheme of Delegation and Officer is responsible</b> <i>Please refer to the Scheme of Delegation for the relevant service –</i> <a href="#">  Kirklees Council</a></p>	<p><b>Directorate name:</b> Adults, Housing and Health</p> <p><b>Section of Scheme</b> (inc section name and page no, e.g. Petty cash or Governance): 1.6 A) Income and Collection</p> <p><b>Job Title/Decision maker (from delegation scheme):</b> Richard Parry- Strategic Director- Following submission of a report to Portfolio Briefing.</p> <p>If the delegated decision is being taken following a previous report to cabinet, please make reference to this in the pro-forma</p>
<p><b>4. Has this Officer delegated decision had sign off from your Strategic Director?</b></p>	<p><b>Signed off by Strategic Director Yes</b></p>
<p><b>5. Decision</b> <i>Brief description of the decision that was taken.</i></p>	<p><b>Agreed to move to full cost recovery in Carephones</b></p>
<p><b>6. Wards in Kirklees affected by the decision</b></p>	<p><b>Wards Affected:</b> All Wards</p> <hr/> <p><b>List Wards:</b> All Wards</p>

<p><b>7. Please state if this is an officer key decision and, if so, has it been recorded in the forward plan of key decisions with 28 days notice given before the decision can be taken?</b></p>	<p><b>Key Decision?:</b> Yes</p> <p>If <b>Yes</b>, provide reason by selecting below, if <b>No</b> go to section 8:-</p> <p><b>Reason:</b> Affects More than 1 ward  <b>Issue Type 2:</b> Officer Key Decision</p>
<p><b>8. Background information</b></p> <p>The decision and info in this form <b>will</b> be a matter of public record</p> <p>Please describe and attach any additional background documents.</p>	<p><b>Public or Private:</b>  Yes – The information is available to the public</p> <p><b>Expected Restricted Reason</b> Choose an item.  <i>(Please refer to last page for full descriptions of Exemption Clauses).</i></p> <p><b><u>Background Information:</u></b>  <b>No additional documents to attach</b></p>
<p><b>9. Date when the decision will be made or was made</b></p>	<p><b>Date:</b> 30/10/23</p>
<p><b>10. Officers involved in taking the decision? Please identify key consultees</b>  For example –  - Your Strategic Director or your Service Director  - Monitoring Officer and Service Director – Legal, Governance and Commissioning</p>	<p>Richard Parry, Strategic Director for Adults and Health</p> <p>Michelle Cross, Service Director for Mental Health, Learning Disabilities and Commissioning.</p> <p>Cath Simms, Service Director for Adult Social Care Operations</p>
<p><b>11. Please list the names of any councillors who were consulted directly before this decision was taken. Also give brief details regarding any consultation which has taken place.</b></p> <p>- List names of the councillors who were consulted  - Did any of the Cabinet Members declare a conflict of interest in the topic? Yes or No?  - If a conflict of interest was declared, had a written dispensation been granted by the Chief Executive? Yes or No?</p>	<p>Cllr Jackie Ramsay – Current Portfolio Holder – Health and Social Care</p>
<p><b>12. Lead Contact officer for more information</b></p>	<p>Gail Addinall, Head of Service for Adult Social Care Operation - North</p>
<p><b>13. Lead Cabinet Member</b></p>	<p><b>Portfolio Holder</b> Cllr J Ramsay - Health &amp; Social Care</p>
<p><b>14. Authorised by relevant Strategic Director or Service Director</b></p>	<p>Name: Richard Parry – Adults and Health Strategic Director  Date: 27/10/23</p>

A full guide to Decision Making can be found on the Intranet [here](#)

## Kirklees Council Exclusion of the Public

By virtue of Paragraph(s) 1 of Part 1 of Schedule 12A of the Local Government Act 1972

By virtue of Regulation 21 (1) (A) of the Local Authorities (Executive Arrangements) (Access to information) (England) Regulations 2000

Contains information provided by a political advisor or assistant.

Exemption Clause 1	Information relating to any individual.
Exemption Clause 2	Information which is likely to reveal the identity of an individual.
Exemption Clause 3	Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Exemption Clause 4	Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
Exemption Clause 5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
Exemption Clause 6	Information which reveals that the authority proposes  (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or  (b) to make an order or direction under any enactment.
Exemption Clause 7	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime
Exemption Clause 7a	Information which is subject to any obligation to confidentiality
Exemption Clause 7b	Information which relates in any way to matters of national security