60080 Community Alarm and Telecare Services

I have been instructed to request information regarding your Local Authority's Community Alarm and Telecare service. I would be grateful if you could provide the following information for the most recent full financial year, or the most recent 12 month period for which data is available.

Service Model

Does your Local Authority operate:

• A community alarm service

• A telecare service

• Both

Both

Is your Alarm Receiving Centre (ARC) operated:

• In-house

• Externally commissioned

• Through a shared service

Please state the provider where applicable.

In-house

If externally commissioned, is the contract volume based or a fixed annual cost?

Not applicable.

Responder Function

Do you operate an in-house physical responder service for alarm/telecare activations?

• If yes, please outline responder operating hours (for example: 24/7, daytime only, overnight only).

• If you do not provide a responder service, who attends when a physical response is required (e.g., family, care at home teams, housing staff, Scottish Ambulance Service)?

Yes - This is a 24/7 service.

Do you provide responder services on islands or rural localities separately?

If so, please indicate any differences in hours or operating models.

No - Not applicable.

Activity Levels

Please provide call volume data for your ARC for the most recent 12 month period:

• Total number of alarm activations

• Monthly call volumes (if available)

Total – 416,072 from January 2025 to January 2026.

Call volumes are not available.

Please provide responder activity levels for the same period:

• Total number of physical responder deployments

• Monthly responder deployments (if available)

Total – 13,236

Responder deployments – Not available

If available, please provide any breakdown of call types (for example: falls, no response alerts, fire/smoke activations, reassurance calls, personal care requests).

Not applicable.

Charging and Income

Do you charge for community alarm or telecare services?

• If yes, please provide your current charging rate(s).

• If applicable, please confirm whether sheltered housing tenants are charged differently.

From 1 April 2025, the Telecare charges have been £6.71 per week for one pendant, £8.73 for two pendants, and a maximum of £9.72 for any additional sensors.

Sheltered housing tenants are not charged differently.

Workforce and Costs

Please provide the following if available:

• Number of responder staff (FTE)

• Number of telecare/technical staff (FTE)

• Total cost of delivering community alarm and telecare services (including staffing and equipment) for the most recent year.

- Responder Staff - Telecare call handling and the responder service are supported by a hybrid position. There are 50 FTE in total.

- Telecare/Technical staff - The total number of other staffing (non-call handling/responder roles), including Telecare management roles, is 13 FTE.

- For year 2025/26, the total budget would be £3.6m.

If an in-house responder service is provided, please outline the staffing model (for example: Care at Home Assistants, senior staff, technicians).

Service Manager (full service) – 1 FTE

Operations Lead (full service) – 1 FTE

Coordinator (full service) - 4 FTE

Senior Monitoring and Response Officer - 5 FTE

Monitoring and Response Officer - 45 FTE

Service Scope

Do responders attend:

• Falls

• No response alerts

• Medical concerns

• Fire/smoke/CO alarms

• Flood detectors

• Personal care or toileting requests

• Reassurance visits

Please indicate which categories your service physically responds to.

• Falls - Yes

• No response alerts - Yes

• Medical concerns - No

• Fire/smoke/CO alarms - No

• Flood detectors - No

• Personal care or toileting requests - Yes

• Reassurance visits – Yes

Do you have any exclusions where responders will not attend?

Please refer to above response.

Future Plans or Redesign

Are you currently reviewing or planning changes to your community alarm or telecare service model, responder capacity, or charging arrangements?

No.