Transition from Analogue to Digital for Telecare Services

Information for applicants

Please note, for the purpose of this application, 'telecare' refers to dispersed telecare alarms, group living/warden call and other care call systems.

Background

In 2017 it was announced by all of the main telephony providers in the UK that their existing analogue telephone infrastructure would be decommissioned and replaced with a digital internet protocol (IP) service by 2025. Recent updates provided by these suppliers indicate acceleration of these timescales in some cases with an end date of 2023. Although the majority of users will be unaware of any change to their telephony service following this transition, this announcement causes significant implications for telecare service providers, and for citizens in Scotland who are currently in receipt of these essential services within their home.

Following this announcement, the Scottish Government's Technology Enabled Care (TEC) Programme responded by setting a strategic direction to navigate this analogue switch off, and as a result, TEC established Digital Telecare in early 2017.

Over the past few years, The Local Government Digital Office (LGDO) has been working in partnership with TEC and COSLA to develop best practice, strategic guidance and operational support to Scottish telecare service providers for the planned transition from analogue to digital telecare.

To date, the LGDO has worked collaboratively with a group of telecare service providers to identify the requirements to ensure a smooth, safe, transition to a digital service delivery model. This learning and collaboration has been captured and collated and now forms the basis of the Digital Telecare Playbook which provides a Once for Scotland approach to transformation, reducing effort, time and costs, and streamlining the process.

TEC and Digital Telecare now seek funding applications from HSCP/Local Authority and Housing Association/ Housing Co-operative service providers who are interested in being involved in the next phase of development, which aims to build on the learning from the early implementer sites and draw upon the guidance provided in the Digital Telecare Playbook to progress or accelerate development work to transition to digital.

Funding

HSCPs/Local Authorities/ and Housing Associations/ Housing Co-operatives are invited to submit applications for funding of between £10k - £80k. Funding can be provided over up to a 24 month period, with appropriate gated reviews for larger awards.

There is also an expectation/presumption that your organisation/s will provide a degree of match funding, and this could be in the form of resources to support the programme of work.

The funding is being made available for development work to transition to digital telecare, and so can potentially be used:

- to develop a business case for the transition from analogue to digital telecare;
- to create and release capacity for project management and delivery;
- to supply technical expertise;
- for devices to conduct small scale tests;
- for wider IT costs related to digital telecare transformation;
- for digital upgrade to disaster recovery infrastructure;
- for procurement of digital telecare equipment to support roll out and scale up.

This funding is not intended to support business as usual activity.

Next Steps

Applications for funding for digital telecare transformation expenditure are invited from HSCP/Local Authority and Housing Association/ Housing Co-operative telecare service providers who are actively progressing, or are planning their Digital Telecare transition, and can be submitted by individual organisations or as a multi-organisation collaboration.

We request that applicants complete the application template attached and that applications are signed off within your organisation at Executive Director level (preferably by either the CEO or COO).

Requirements

Applications must be made by completing the attached Application for Funding template. To qualify for consideration applications must meet the following requirements.

- The development work sits within your organisation's strategic plans, digital roadmap, digital health and care plans and any additional planned telecare developments.

- Applicants have a digital telecare transition plan, including next steps and how this is linked back to the Digital Telecare Playbook.

- Applicants have a robust project plan, outlining key milestones for the duration of the funding period.

- A commitment and outline of match funding (or equivalent in resources) by the applying organisation.

- Funding sought for staff time is specific to progressing development work on analogue to digital transition only e.g. backfill, leadership, analytical support, improvement support or project support.

- Key partners are engaged and available to contribute as required, including IT and Information Governance colleagues.

- Senior sponsorship for the programme has been confirmed.

- Organisations in receipt of funding share learning with the Digital Telecare Implementation Group and wider telecare sector.

- A commitment to provide monthly, and as required reports capturing key performance data on service delivery and any other relevant areas.

- Attendance at monthly Technical Advisory Group (TAG) Meetings.

- Organisations in receipt of funding contribute to further co-design and development of the Digital Telecare Playbook.

- An application confirms that:
  - The appropriate resources are (or will become) available to complete the process within the allotted time.
  - Organisational and stakeholder support for the development work has been secured or there is good reason to expect that it will be given (e.g. support has been given on condition that an award is made).

Transition from Analogue to Digital Telecare
APPLICATION TEMPLATE

Please email the completed template to nss.tec@nhs.scot If you wish to discuss any matter relating to this process, please contact David Brown on david.brown@digitaltelecare.scot.

Applicant and funding information	
Lead Partnership or Organisation	
Contact details	
Partner organisations If applicable, including lead contacts	
Executive Sponsor / Senior Responsible Owner details	
Programme / Project Lead and contact details	
Application sign-off and date	
Intended start date	
Bank details if your organisation is out with Health and Social Care	
Signed up to the Digital Participation Charter?	
Signed up to the TEC in Housing (TECH) Charter? (housing providers only)	

Funding request	
Have you previously received funding from TEC to support the analogue to digital telecare transition?	YES / NO *(delete as appropriate)*
Funding Proposal	
What are you seeking funding for? Please be as specific as you can be.	
State of Readiness	
What is your state of readiness to quickly progress your submission if your	

application is successful? [see note 1]	

Current position of Telecare/Digital Telecare within the organisation(s) [see note 2]	
Please demonstrate your progress to date in the transition to digital telecare, including a brief description of your current strategic and operational position.	

Benefits, aims, objectives, milestones and actions	
Outline how citizens and your organisation(s) will benefit from delivering digital telecare, and the estimated number of citizens who will benefit. How will this be benchmarked and tracked?	
What do you expect to achieve through this funding and how does this contribute to achieving end-to-end digital telecare?	
What are the key objectives of this development, and the likely key milestones and actions?	
How will citizen experience and feedback be incorporated in your plan?	

Governance and Management [see note 3]	
Please show how your governance, leadership and	

management will be achieved to keep a focus and drive on your digital telecare transition.	
Please give details of any existing strategies/plans that are of direct relevance, including links to any publically-available documents.	

Funding duration	
Please indicate the duration that you are requesting funding for (i.e. 12 / 24 months)	

Funding Request

Please indicate the level of funding you are seeking and how much you will be contributing locally (match funding) **[see note 4]**

Please provide as much detail as you can – add as many extra rows as required. Can include staff costs to develop, but not run, services	Funding requested	Local contribution (match funding)	TOTAL
Funding area			
TOTAL			

Sustainability Guarantee	
How will you ensure developments to achieve digital telecare will continue beyond the funded activity? (Refer to the Digital Telecare Playbook for the requirements for digital transition). Is the transition to digital telecare part of your local Strategic Plan / Local Delivery Plan? How will digital telecare develop long term locally?	

Any other supporting information?	
Please use this space to provide any further information you feel would be helpful to support this application.	

NOTE 1

By submitting an application, applicants are confirming that they are in a state of readiness to initiate their proposed activity. Specifically, an application confirms that:

- The appropriate resources are (or will become) available to complete the activity within the allotted time.
- Organisational and stakeholder support for the activity has been secured or there is good reason to expect that it will be given (e.g. support has been given on condition that an award is made).

NOTE 2

We are looking to work with partnerships and / or organisations / bodies who already:

- evidence a commitment to digital telecare and embedding it as part of care models within core service delivery;
- work inclusively with all key stakeholders, and
- have good experience to draw upon, together with an enthusiasm to continue to grow, develop, innovate and lead.

Please include an overview of:

- Levels of investment, including current year budgets;
- Outputs, impacts and / or outcomes achieved to date;
- Levels of involvement of users / carers in the planning and delivery of existing services.

NOTE 3

Describe how you will oversee the development and implementation of your funded activity within the context of your own governance and management framework.

- Is this a new partnership or does it build on existing working relationships?
- How will it be integrated into your wider governance and management arrangements but also ensure a sufficient focus and drive?
- How will the funded activity be led and how will other leaders be engaged?
- How will other stakeholders be engaged (including users and carers, professional staff)?
- How will the funded activity be managed and supported?

NOTE 4

There is also an expectation/presumption that your organisation/s will provide a degree of match funding, and this could be in the form of resources to support the programme of work.
How will you ensure services are sustainable beyond the funded period? Please also provide a breakdown.

APPENDIX 2 – Digital Telecare Contacts

In all cases we strongly recommend that those considering submitting an application make early contact with any of the following to discuss your plans.

David Brown
Business Relationship Manager
David.brown@digitaloffice.scot

Colin.McFadyen
Project Manager
Colin.McFadyen@digitaloffice.scot

Thomas Ozers
Project Manager
Thomas.Ozers@digitaloffice.scot

APPENDIX 3 – Funding considerations

In addition, applicants should be able to show how they will draw from self-assessment and be able to evidence effective delivery of the following:

1. Demonstrate a commitment to successfully deliver digital telecare services as part of integrated and strategic care planning and demonstrate where this initiative sits within Strategic Plans or Agency strategies.

2. Show how additional funding will supplement core budgets to increase the benefits achieved from funding.

3. Show how governance, leadership and management will be achieved to keep a focus and drive on digital telecare transformation.

4. Set out how other stakeholders will be engaged (including users / carers, professional staff).

5. Demonstrate how digital telecare transition sits with (and within) other care services and supports to achieve a coherent whole systems approach.

6. Describe the reasoning behind the focus of the submission.

7. Can inform the development of specific impact measures for the funded activities and their specific contribution.

8. Be actively involved with Digital Telecare portfolio of Programmes to share progress and learning across Scotland.

9. Set out what are perceived to be the key critical challenges that will need to be addressed and initial thoughts on what and how these can be covered.

10. Set out the main opportunities locally to improve the prospects of success and how these can be exploited.

11. Be clear on the main benefits and outcomes to citizens.

12. Indicate the number of users per service that will benefit.

13. Demonstrate long-term plans for sustainability.

The following is a list of considerations (in no particular order) that should be made by all applicants in both shaping their proposals and considering what funding is required (and is appropriate).

If in doubt, contact Digital Telecare staff who will be available to provide assistance (contacts in Appendix Two above).

- Funding should primarily be used for development and transitional costs with continued revenue funding being from mainstream budgets to ensure sustainability beyond the life of the funding programme.

- Capacity to deliver – is there sufficient capacity within the local system and specific teams to make the necessary changes and deliver on the proposal? It is entirely appropriate for funding to be requested to back-fill certain posts to ensure adequate expertise and capacity is available to deliver the proposals. This includes:

- o costs for project teams, management and leadership time. This includes staff requiring training, involvement in project teams or implementing the changes and attendance at learning events;

- o project management for the duration of the funding period (but not service delivery personnel who must be funded locally to ensure long term sustainability);

- o data collection, analysis and other technical support related to measurement;

- o supply of technical expertise;

- o materials to conduct assessments and materials available via the Digital Telecare Playbook and through engagement with Digital Telecare staff;

- Procurement needs to be considered – including anticipated timelines – and consulted with locally. Where possible, please use Scotland Excel's "**Technology Enabled Care Reference:31-17**";

- IM&T / IT should be involved in the planning;

- Strategic impact and buy-in: any proposal must fit with the organisations strategic plan;

- Equally, whilst we actively encourage evaluation and the building of a robust evidence base, this is not a research programme;

- Does the necessary skillset exist within the team? These may have to include:

  - o service area expertise;

  - o citizen / service user / carer engagement;

  - o technical knowledge of the relevant aspects of the proposal;

  - o measurement / data collection expertise;

  - o project management expertise;

  - o budget management expertise;

  - o clear project leadership and accountability for delivery of the project, including financial management;

  - o high level of skill and experience in the team to measure, evaluate and describe the results of the approach;

  - o drive and commitment to deliver the funded project successfully within timescales.

This list is by no means exhaustive, but does provide an indication of the range of things that we expect to have been considered locally. Experience shows that project/programme delivery can be seriously delayed if these are not considered (and addressed) at the outset.