

APPENDIX 1

PEOPLE OVERVIEW AND SCRUTINY COMMITTEE

02 JULY 2025 AT 10.00 A.M.

CALL IN OF DECISION MADE BY CABINET 11 JUNE 2025:

ITEM 11 TELECARE CHARGING CONSULTATION

Called in on behalf of the Green and Progressive Independents Group on Shropshire Council by the Group Leader

Cllr Julian Dean, on behalf of the Green and Progressive Independents Group wishes to call in the decision concerning “telecare charging consultation”, taken by the Cabinet on Wednesday 11 June 2025.

I authorise Cllr Duncan Kerr to lead on this call-in for our Group.

We consider this matter appropriate for a call in as examination of the decision by the relevant scrutiny committee (or a constituted task and finish group thereof) will/ should add value to the decision-making process by:

- Recognising that this is a preventative service, ensuring that the full impact of charging has been ascertained and to provide experience-based insights or suggestions from members that could further mitigate the charge, or enhance the service and level of support to individuals.
- Ensuring that Councillors and the public understand the various channels through which the Council as a Social Services and Housing authority provides telecare and that the regimes are consistent and the decision has been based on accurate information.
- As the equalities impact assessment identified negative outcomes for two groups with protected characteristics to assess whether anything more can be done to mitigate the impact for them.
- Providing an opportunity for member and officer ideas that could increase wraparound support - giving the final decision a stronger positive outcome.

As implementation is not until the 1st October the Council has an opportunity to develop good practice and skills within the Council regarding call-in procedures without delaying decisions.

The outcomes which we would like to achieve from the call-in process reviewing the decision to charge for telecare are:

1. Review and Understand the Decision:
 - To understand all the mechanisms by which residents have been assisted by the Council in having Telecare and how it is charged for
 - For the committee to review and understand the implications of the decision, including the risks associated with it.

2. Test the Evidence Base:

- To test the accuracy and robustness of the data used to make the decision, including whether the information is up-to-date.

3. Preventative Service Impact:

- Understand the impact of telecare as a preventative service, wishing to review any data available on its preventative benefits including reducing injuries and falls.

4. Affected Individuals:

- To clarify who is affected by the decision and how, including the process for residents of STAR housing.

5. Mitigation Measures:

- Explore which mitigations have been put in place to reduce the impact on vulnerable people and seek assurance that these measures are the fullest possible.

That exploring these points will help determine whether the decision should proceed as planned or if further work is needed before implementation.

The call-in is supported by Cllr Rosemary Dartnall on behalf of the Labour Group on Shropshire Council by the Group Leader

I authorise Cllr Alan Mosely to lead on this call-in for our Group

We are seeking reassurance through the careful work of the scrutiny committee about the impacts on vulnerable groups who are expected to cancel their service subscription when and because charging is implemented. Telecare is an excellent service that aims to allow people to live independently, so our concerns are naturally about the post-Telecare future for the large portion of current users (up to 40%) who are expected to cancel when charging starts.

We hope for evidence of how former users are affected elsewhere by no longer having the Telecare service. We ask whether other authorities been able to reduce the level of drop-off before charging starts? If so, how was this achieved? Is there data about users who initially cancel but later return to the service? If so, how? We want to be reassured that the wider potential impacts have been carefully considered and mitigated for, before charging starts.

Labour Group reasoning for the call-in

We recognise that the case is well-made for Telecare charging, for the proposed levels of charging and for providing some users with a free ongoing service.

However, our concerns are;

- *The high number of people who are expected to stop using this important service when charging is implemented and the consequences for them of this decision*

- *The impact of charging on specific groups identified in the ESHIA*
- *The report does not consider the impacts on people's lives beyond leaving the Telecare service and therefore does not consider mitigations*

We think allowing careful consideration, by a scrutiny committee, of evidence for these impacts is an important feature in adopting charging in the best way for our communities.