

Police Attendance at Community Alarm Activations

Since the last CPP meeting a number of developments have taken place. These include the agreement that has been reached for the Council's Homecare and Intensive Home Care Teams to provide a response during normal working hours. This will be when the named responder is not available and will be subject to the availability of resources. The Progressive Care Housing Pilot Scheme has also been established. This is due to commence in April of this year and will lead to ACHA, Bield and Cairn Housing Associations modifying the use of their sheltered housing complexes at Dunmar Court, and Torosay Court in Oban, Ford Spence Court in Benderloch and at Lorne Campbell Court in Campbeltown. Out of hours cover will be developed as part of this pilot exercise. In addition, ACHA and Bield are collaborating on a separate pilot for overnight cover in their sheltered housing complexes on Bute. Thereafter, the pilots will be evaluated in due course for potential adoption and extension although this will be subject to the availability of resources. In the meantime, an out of hours response service pilot is also being scoped and costed for the Helensburgh and Lomond area in the hope that it will attract Telecare Development Funding in due course.

The minute refers to the involvement of the Red Cross on Bute. Since the last meeting, a service level agreement has been established with the organisation for the development of a 6 month pilot service which is due to commence on the 19th of January. In the lead up to this, detailed planning has been undertaken to match appropriate local volunteers with Telecare clients to enable the provision of a key holder service. This is being introduced gradually in Bute, Helensburgh and Cowal.

From the foregoing, it should be clear that significant steps have already been taken in an attempt to reduce the burden that the Police have been experiencing. They will also help to ensure a more appropriate response to alarm calls in the future. In this regard, it is perhaps worth noting that the current and proposed arrangements have been reviewed by the Council's Risk Manager who is reasonably satisfied with the present position. However, the risk to service users could increase slightly in the short term as I have been advised that ACHA intend to cease their overnight warden service from next month onwards. Critically, as we move forward, Health and Social Work services together with the input from voluntary sector partners will have to be aligned appropriately to ensure that any risk to clients is kept to an acceptable level.

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