Further to your Information request FOI66849 please find your questions and our responses below:

1. Who, within the local authority, has commissioning responsibility for telecare services for older people? Please provide a name, job title and contact details.

   Michaela Helman
   Telecare Specialist
   Michaela.Helman@rbwm.gov.uk

   Nick Davies
   Head of Strategic Commissioning for Adult Social Care and Housing
   Nick.Davies@rbwm.gov.uk

2. What is the current Fair Access to Care eligibility threshold for community care (i.e. critical, substantial, moderate or low)?

   The eligibility threshold for Windsor & Maidenhead Local Authority is Critical / substantial

Please provide the following information related to telecare services for older people per year for the financial years 2010/11 through 2013/14.

3. Spend on telecare services for older people.

   Spend on telecare for the financial years specified is as follows:

<table>
<thead>
<tr>
<th>Sum of GBP Amount Year</th>
<th>Cat4 (T)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Telecare</td>
</tr>
<tr>
<td>2010/11</td>
<td>5060.46</td>
</tr>
<tr>
<td>2011/12</td>
<td>14939.4</td>
</tr>
<tr>
<td>2012/13</td>
<td>32625.31</td>
</tr>
<tr>
<td>2013/14</td>
<td>24871.73</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>77496.9</strong></td>
</tr>
</tbody>
</table>

4. Number of older people in receipt of telecare services funded by the local authority.

   Recording systems within Windsor and Maidenhead do not detail telecare specific services. However in recent years I can confirm the following in terms of recent provision

   Lifeline or telecare support was provided to 228 residents in 2013/4.
   In 2014/5, as at August 2014 lifeline or telecare support was provided to 160 residents (5 month total)

   Our local Housing Association who provide the Life Line service in the area support:
Lifeline total users (*March 2014*) = 931  
(*March 2013*) = 919

(please note that not all of these residents would have been supported by the Council.)

If you are unhappy with the information we have provided in response to your request please write to:

- Information Management Team Manager  
  Royal Borough of Windsor & Maidenhead  
  Town Hall, St Ives Road  
  Maidenhead  
  SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

[http://www.rbwm.gov.uk/web/foi_information_requests.htm](http://www.rbwm.gov.uk/web/foi_information_requests.htm)

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

**David Davies**  
Information Management Officer  
Legal Department  
Corporate Directorate  
Royal Borough of Windsor & Maidenhead  
Town Hall, St. Ives Road  
Maidenhead SL6 1RF