

Careline Options Appraisal

Option (1)	Positive	Negative	Risk
Remain as we are	Service Position could continue	Current equipment has not been future proofed	Reputational risk to the council
	Use up current stock	Unable to add new digital clients	Income generated would reduce
		Level of service would decline	Potential threat of risk to clients lives
		Clients lives would be compromised	
		Not sustainable	
		Current equipment has been retired by supplier	
		Experiencing frequent faults with current stock	
		Add ons (fall detectors) not reliable.	
Option(2)	Positive	Negative	Risk
Cease service provision	Phased approach to closure of the service would enable clients to move to other service providers	Immediate ceasing of the service could leave clients with risk to life	Potential reputation risk to the council
		No reason to enter clients homes and conduct welfare visits	No income generated
		Personal touch, having someone local that can attend faults relatively quickly	Potential redundancy
			Potential threat of risk to clients lives
Option (3)	Positive	Negative	Risk
Sell the current service to another provider	Asset disposal process to be completed through the Tec Services Association (TSA)	Fewer organisations operating in the market place due to expense to switch to digital	Potential reputation risk to the council
	Reduction in ongoing expenditure	Organisations being sold are being acquire by national enterprises removing local links	Potential redundancy
		One off payment rather than an annual income stream	no annual income generated

Option (4)	Positive	Negative	Risk
Utilise existing analogue alarm units on the digital network	No adaptation required, units plugged directly into a digital connection router	Concerns that the tones from an analogue alarm will change and not be picked up correctly	Power outage means alarms will fail putting vulnerable people at risk - no battery back up.
	Cheaper than switching to digital as can continue to use existing equipment	Guidance from the TSA, the industry and advisory body for technology enabled care (TEC) in the UK advised that this should be the last resort for customers due to the following: 1.Expectation that the reliability of this connections will get worse overtime 2.No power back up within the devices, leaves users in a vulnerable position 3.There is a massive risk that the analogue alarm works on the test but not the next time	Potential reputation risk to the council
	Purchase of more analogue equipment is cheaper than the digital version, but equipment will be obsolete over time	Current equipment has been retired by supplier	Potential threat of risk to clients lives
	Use up existing stock	Unsure if monitoring providers will continue to cover analogue units	Risk of the council incurring liability for injury/harm or fatality
	Cheapest option		

Option (5)	Positive	Negative	Risk
Replace analogue equipment with digital equipment	Opportunity to procure a provider with the latest equipment at the same time as procuring a new monitoring contract	Funds are required to change the equipment	Potential reputation risk to the council if not carried out effectively
	Digital providers are already in the market place	Roll out of the refit will take officer resource	Not enough officer resource to complete the change over
	Soft testing has already taken place by the districts to ensure the equipment is available across a range of providers	Existing stock to be written off.	Suppliers may charge additional if there is an issue with supply and demand
	Funds are available to make the change		
	An opportunity to reshape and expand this service		
	Increase income potential		
	Time to plan a phased roll out of the new equipment		
	The safest option		
	Possibility of gaining extra functions (automatic testing / reminder messages etc) - if procured equipment allows		
	Trust from client base that we are moving with the digital switchover and still as their local authority, able to provide the service that have been previously used to		