

Appendix 1: Scope of Delegation

The County Council is delegating an executive function for the provision of community alarm, telecare, and wide ranging assistive technology services to NHDC. In this appendix wherever the County Council's agreement is required such agreement shall not be unreasonably withheld or delayed. In the event of any emergency or if NHDC reasonably considers that the discharge of the Functions or Services may be compromised, NHDC may proceed without the agreement of the County Council provided both parties shall meet as soon as practicable to reach agreement going forwards.

The broad scope of the delegated function consists of:

- 1.1 The provision of a single point of access for countywide referrals for community alarms/telecare/assistive technology services, including the advertising and marketing of services.
- 1.2 The assessment of applications for assistive technology and the prescribing of equipment and services in accordance with the standards and processes agreed with HCC commissioning managers from time to time.
- 1.3 The assessment of need, and management and processing of referrals for community alarms/telecare/assistive technology services including, but not limited to, those relating to Enablement, hospital discharge, Learning Disability, and community safety clients.
- 1.4 The assessment of need, management, and processing of referrals for assistive technology services in connection with the Hertfordshire Home Improvement Agency (HHIA) as agreed by the HHIA Board.
- 1.5 Purchase and supply of alarm equipment including; base units, pendant/wrist alarm devices, key safes and other telecare/ assistive technology equipment or devices as reviewed and agreed with HCC Commissioning managers from time to time.
- 1.6 The installation of equipment (either directly or subcontracted to another party).
- 1.7 The maintenance and replacement of alarm/telecare/assistive technology equipment.
- 1.8 The provision of an alarm monitoring service including call triaging and onward referral to emergency services, nominated responders, and keyholders where necessary.
- 1.9 The provision of a countywide responder service to respond to emergencies where a keyholder/carer/responder is not available as reviewed and agreed with HCC commissioning managers from time to time.
- 1.10 The management of the service user database within the bounds of data protection requirements.
- 1.11 The provision of management/performance information as agreed with HCC commissioning managers from time to time. The provision of an annual summary within 6 weeks of the financial year end.
- 1.12 The setting of fees and charges for services, the management of service user charging arrangements, VAT, and the discretionary charge waiver policy as reviewed and agreed with HCC commissioning managers from time to time.

- 1.13 The management of a research and development programme to further enhance the use of wide ranging assistive technology services in Hertfordshire as reviewed and agreed with HCC commissioning managers from time to time.
- 1.14 The provision of advice, incidental goods or services as agreed by HCC commissioning managers from time to time.
- 1.15 The provision of data analysis and data management services associated with assistive technology.
- 1.16 The oversight, management and delivery of assistive technology trials and pilots as agreed with HCC commissioning managers.