ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	**Partnership and Regeneration Scrutiny Committee**
DATE:	**12 November 2015**
SUBJECT :	**Galw Gofal**
PORTFOLIO HOLDER(S):	**Aled Morris Jones**
REPORT AUTHOR: Tel: E-mail:	**Alwyn Jones** **01248752707** **alwynrhysjones@ynysmon.gov.uk**

1.0 RECOMMENDATIONS

- The authority continues with the partnership Agreement beyond the initial 5 year period; This recommendation is dependent on full consideration of advice from procurement
- Formally recognises the benefits to the authority;
- Formally recognises the benefits to Partners;
- Acknowledges the reputational value of the collaboration with Galw Gofal / Care Connect seen as a high profile service in Wales.
- Notes the 2014 Annual Report

2.0 REASONS.

2.1   Galw Gofal / Care Connect North Wales Regional Call Monitoring Service is a non-statutory collaboration undertaken within a legal framework. The collaboration is based on the lead authority model, with delegation of functions to fulfil the obligations of the agreement, deliver the service, including provision of support services IT, Finance, HR, Legal etc. to Conwy using powers in Section 101 of the 1972 Local Government Act, Section 2 of the Local Government Act 2000 and Section 47 of the 1990 Care Act. The collaboration has significant reputational and financial benefits for each Partner Authority.

2.2   The commencement date for this agreement was 1 June 2011; the initial   period of the agreement is for a period of 5 years, coming to an end on 31st May 2016. The parties can only terminate the agreement during this initial period in accordance with the provisions in clause 30, which gives   protection to each

party during the initial period, unless there has been a material breach by one of the parties.

2.3   Clause 6 of the agreement provides that after the "initial period" the agreement will continue automatically and the parties can give 12 months' notice of any termination, unless there has been a material breach by one of the parties, or by written agreement between the parties.

Author: Alwyn Jones
Job Title: Pennaeth Oedolion
Date: 23-10-15

APPENDIX 1 Galw Gofal / Care Connect

North Wales Regional Call Monitoring Service Report

1.   PURPOSE OF THE REPORT

To present to each Partner Authority, namely Anglesey, Conwy, Gwynedd and Flintshire Councils, information for scrutiny of the regional call monitoring collaboration.

To report on the benefits to be realised by the partners as a result of the collaboration.

To present the Galw Gofal Regional Call Monitoring Service Annual Report for 2014/15 for information

2.   BACKGROUND INFORMATION

2.1   Political approval was given by each Partner Authority in October 2010, based on a robust business case, to develop a single line managed Regional Telecare Call Monitoring Service.

2.2   Telecare equipment is installed in the home with sensors designed to monitor and manage the risks associated with independent living such as environmental or personal problems, e.g. fire, flood, falls or wandering from home etc. Telehealth is vital sign monitoring – Blood pressure, oxygen levels etc. using technology in the delivery of health related services without the need to travel. Telecare and Telehealth technology has the potential to absorb some of the unmet need and predicted pressures on social care services and to reduce pressure on the NHS in the form of unplanned care. Galw Gofal / Care Connect provides the monitoring for these services along with out of hours and lone worker call monitoring.

2.3   Developing Telecare is a strategic priority. The Welsh Government is aiming to publish a Telecare, Telehealth and Assistive Technology Framework in September 2015 to enable the mainstreaming of technology enabled care in Wales. The Welsh Government Telecare Grant (2006-2009) enabled North Wales' councils to develop Telecare services which require more modern and robust monitoring arrangements than provided by the

traditional, housing based community alarm monitoring centres. The Telecare Project funded by the Making the Connections Improvement Fund enabled a review of Telecare implementation and the potential to develop a single regional monitoring service.

2.4   The original project, on the inception of the Welsh Government Telecare Grant, involved representatives from all six North Wales local authorities reviewing Telecare provision in the region. This work led to the development of a business case to merge the three existing Telecare and Community Alarm Monitoring Centres in Conwy, Flintshire and Anglesey into one single line managed service, delivered from existing centres in Colwyn Bay and Llangefni. This resulted in the collaboration between Anglesey, Conwy, Gwynedd and Flintshire councils.

2.5   A Regional Telecare Call Monitoring Service was recommended on the grounds of the organisational and community benefits/impacts:

- Financial Sustainability and Cost
- Reducing the cost of future investment as services transition from community alarms to Telecare requiring greater "bandwidth"
- Quality of service and resilience
- Enabling accreditation to evidence service quality e.g. Telecare Standards Association (TSA)

2.6   The Galw Gofal /Care Connect Regional Call Monitoring Service became operational as from 1st June 2011. Galw Gofal/Care Connect has been developed as a single, line managed, 24 hour assistive technology (Telecare and Telehealth), call monitoring service which also provides lone worker and out of hours call monitoring.

2.7   The service operates over two sites one in Llangefni (Council HQ) and in Colwyn Bay (Ffordd Bugail, Colwyn Bay). with robust links through broadband connection and the Conwy Network. The centres may run together or separately to ensure effective business continuity in the event of an interruption in service e.g. local disaster.

2.8   Galw Gofal / Care Connect has provided:

- A future proofed call monitoring service which is technically able to support growth potential;
- A fully bilingual (Welsh and English), 24 hour service, 365 days per year;
- Robust, life critical, business continuity in the event of disaster which is cost effective and has the potential to attract further business;
- A service fit for purpose with the latest IT developments enabling a

system that can be grown.

2.9   Galw Gofal / Care Connect is accredited to:
- Telecare Standards Association (TSA) Code of Practice 2013 - Monitoring
- Telecare Standards Association (TSA) Code of Practice 2013 – Monitoring Telehealth
- British Standard ISO 9001:2008 Quality Management Systems;

2.10   Current services delivered:

- Social Alarms in sheltered housing e.g. pull cords / Telecare dispersed equipment / Mobile Telecare with GPS tracking;
- Telehealth, vital sign monitoring;
- Telephone Check Call Service – Proactive calling;
- Lone Working & GPS tracking;
- Carer Cards – response for carers to support them in the event of emergency;
- Out of Hours services
  - Housing
  - Property maintenance
  - Anti-social Behaviour Unit
  - Drainage & Flooding
  - Environmental services
  - Highways
  - Homecare
  - Homeless
  - Leisure Services
  - Key holders
  - Public Protection
  - Social Services EDT
  - Telephony
  - Youth Service
- Business Continuity for corporate customers, e.g. local IT network failures etc.

### 3.	Governance and Delivery

3.1	The collaboration is neither statutory nor regulatory. The collaboration is in the format of a Section 101 Partnership Agreement between Anglesey, Conwy, Flintshire and Gwynedd Councils, with delegation of functions from the partners to Conwy as the lead authority i.e.

- to fulfil the obligations of the agreement
- deliver the service
- provision of support services IT, Finance, HR, Legal etc.

The Partnership Agreement continues automatically. Partners may give a 12 month notice of termination unless there has been a material breach of the contract.

Denbighshire commission a service from the monitoring centre under a Goods & Services Act Section 102 Agreement. Wrexham outsourced their Telecare service since in 2008 and is currently committed to remain with their existing provider. The collaboration is currently 'flying' in terms of its successful achievement of collaborative goals and in terms of trust and respect. The collaboration has an agreed Information Sharing Protocol in place as well as a data processing agreement and service agreement with BCUHB.

3.2	The governance arrangements includes a Joint Partnership Board with representatives of the local authority partners which meets on a quarterly basis. There is a Quality Assurance Team (QAT) in the form of are two sub committees to the Board i.e. the Finance Governance Group, with representation from each Partners' finance teams, and the Service Quality Governance Group, with representation from each key commissioner of the service. The Quality Assurance Team makes recommendations to the Joint Partnership Board on the quality of service delivery. The collaboration is open to scrutiny from each of the partner organisations. The collaboration does not take decisions on behalf of the authority. Representatives with decision making authority attend the board and on local consultation agree to be bound by its decisions.

3.3	Performance outcomes are presented and compared against agreed performance indicators by the QAT who also reviews all Performance and Audit Reports and the business Risk Log on a six monthly basis and make recommendations which are presented to the Joint Partnership Board for formal approval.

3.4	Within Conwy as the host authority, the responsibility for Galw Gofal / Care Connect sits within the newly created Community Wellbeing Service, Integrated Adult and Community Services, Social Care and Education. This reflects the preventative, early intervention nature of the collaboration. Assistive technology has the potential to enable vulnerable

people to live in their own homes for longer, reducing the long term cost of care. The enabling of greater independence for vulnerable people is consistent with the key policy objectives of the Welsh Government and provides a focus for local authority social care interventions.

3.5   Galw Gofal / Care Connect undertook an external health-check from the author of the collaboration Business Case, John Henry of JDH Business Services Ltd, in November 2011.

3.6   Conwy Auditors have conducted an Internal Audit in May 2015 as part of their work on partnerships and collaboration during the year. The audit findings demonstrated that key controls are in place to ensure the achievement of objectives and to protect against significant foreseeable risks and are applied consistently and effectively resulting in a **high** assurance rating.

3.7   An external benefits realisation report has been commissioned in July 2015 taking into account 4 years of operation and based on the original business case.

3.8   The full Annual Report for 2014/15 is appended in Appendix 2 of this report.

3.9   At 31/3/215 Galw Gofal had over 21,436 connections across the region. The table below gives the level of partner activity during 2014/15.

3.10   During 2014/15 we answered 597,617 calls of which 53% related to Partner call activity. We met and exceeded all targets in relation to call response and customer satisfaction..

- target 97.5% of calls answered < 1 minute – result 98.44%
- target 99% of calls answered < 3 minutes – result 99.86%
- target <1% of calls answered > 3 minutes – result 0.14%

The average call response time was 11.33 seconds.

3.11   Galw Gofal / Care Connect has a target to survey a minimum 5% of service users. The target for customer satisfaction is 90%

- 99% Satisfied with quality of the service

- 96% Satisfied with speed of response
- 99% Felt staff were friendly and helpful
- 92% Service good value for money

3.12   Table 1 below demonstrates partner activity and call volumes during 2014/15

Table 1   Partner Activity during 2014/15

Service Area Commissioned	Anglesey	Conwy	Flintshire	Gwynedd	All Other
Social Alarm connections	1,006	0	2,596	0	3,212
Telecare connections	1,865	1,899	2,173	1,921	4,365
Telehealth connections	0	18	15	1	16
Lone Worker connections	295	333	106	6	272
Carer Card customers	0	637	528	0	944
Total Connections	**3,166**	**2,887**	**5,418**	**1,928**	**8,037**
Volume of Calls (Telecare & LW)	**85,645**	**56,589**	**123,566**	**38,736**	**258,174**
Out of Hours Monitoring	Social Services EDT*	Anti Social Behaviour Unit	Environmental Services	Social Services EDT*	Drainage & Flooding Environmental

	(*shared with Gwynedd)	Drainage & Flooding Environmental Services Highways Homecare Leisure Services Key holders Licensing Public Protection Social Services EDT Telephony Youth Service	Highways Homeless Housing Key-holders Property Maintenance Public Protection	(*shared with Anglesey)	Services Highways Homeless Housing Leisure Services Key-holders Licensing Property Maintenance Public Protection Telephony Business Continuity
Total OOH Calls	1,154*	4,562	5,858	1,154*	4,513
Total Volume of Calls**	**86,799**	**61,151**	**129,424**	**39,890**	**262,687**

* Joint EDT SLA between Gwynedd & Anglesey

** plus 17,666 general enquiries calls.

4.   Collaboration Costs

4.1   The collaboration is supported by income received from corporate customers i.e. from Betsi Cadwaladr University Health Board, Denbighshire County Council, 5 Registered Social Landlords and 14 Voluntary/Private Organisations. In order to set a balanced budget, the Collaboration Partners fund the deficit on trading in the budget.

4.2   Since its inception for the 4 year period, from 2011/12 to 2014/15, the cost to run the regional call monitoring service was £4,149,633, of which the cost for the Partners was £2,560,692. Table 2 below demonstrates the expenditure year on year compared to the original baseline cost pre-merger.

Table 2

Annual Contribution to collaboration				
	Conwy	**Gwynedd**	**Anglesey**	**Flintshire**
Baseline Budget 2010/11	636,211	85,593*	347,499	262,661
2011/12	292,608	53,328	155,818	202,706
2012/13	249,381	57,721	155,818	202,706
2013/14	106,554	77,948	174,566	207,641
2014/15	107,056	67,418	137,265	205,687
Total	**755,599**	**356,415**	**623,467**	**818,740**

In deliberating these figures please note:

   a) Conwy's contribution was significant at the outset in the spirit of partnership to ensure success of the collaboration with a yield of cost savings;

b) *Charged to Gwynedd pre regionalisation. Gwynedd previously commissioned the service only and opted to share future liability for the service;

c) Invest to Save funds of £300k repaid in two instalments over 2011/12 & 2012/13;

d) Partners agreed an additional contribution of £50k during 2013/14 to ensure adequate reserves to mitigate risks to the service and ensure sustainability;

e) Galw Gofal / Care Connect has seen an average 10% growth in connections since its inception plus service developments e.g. Telehealth monitoring across the whole region, mobile Telecare plus GPS tracking etc.

4.3 The average unit cost for Partners for Telecare monitoring during 2014/15 is 0.76p per connection, i.e. lower than projected in the business case. Table 3 below demonstrates the projected unit cost for the regional service compared to the baseline unit costs in the Business Case

Table 3: Unit Cost for partners – Business Case analysis

Business Case Analysis	Weekly Unit Cost
2 Centre Regional Service	0.77p
Conwy Careline	1.41p
Gofal Môn	1.20p
Flintshire Carelink	1.08p
Gwynedd (paid to Gofal Môn)	1.09p

The cost of call monitoring is funded by service users via the local Telecare charges by each local authority.

4.4 Conwy as the host authority receives payment from the collaboration at the rate of 8% of overall expenditure for support services, i.e. Finance, Hr, IT and legal etc. This equated to £75,315 in 2014/15.

5.   Benefits achieved to date

5.1   Table below gives a summary of the benefits to be realised.

Ref	Benefits to be realised	Result
B1	Regional fully bilingual 24 hour call monitoring service is operational	Achieved in full
B2	Two centre mirror image operations allowing full disaster recovery with potential to sell this service in the future	Achieved in full
B3	Potential savings of £521k per annum (across partner authorities). This represents a cost reduction of approximately 38% compared to cost of operating the services prior to development of regional service.	Major savings compared with previous model
B4	Future proofing call monitoring service and sustainability with potential for customer growth and service development.	Achieved in full (subject to practical limits)
B5	OOH, Lone Working, Telehealth services retained	Achieved in full
B6	New service is Telecare Services Association (TSA) Accredited.	Achieved in full
B7	New service has Charter Mark for Customer Service Excellence.	Comparable accreditation achieved

The approved business case anticipated savings (B3) for the Partnership of £1,714,130 from   the collaboration over the 4 year period 2011/12 –   2014/15.

Actual savings achieved amount to £1,336,532 after paying back £300k   Invest to Save grant and with a Partnership contribution of £50k to Galw   Gofal reserves during 2013/14.

In addition reserves of £346,396 have been accrued by the end of the   2014/15 financial year.

5.3 Additional benefits:

- Cost avoidance with no capital outlay for buildings or equipment;
- Improved procurement costs due to economy of scale and service model;
- Better able to recruit and retain staff – organisational structure that provides career pathway for staff and support recognised by staff;
- More staff skills with new developing services with increased flexibility and capacity;
- Meeting standards for engagement, involvement and satisfaction for Customers
- Improved political and organisational reputation.

5.4 No dis-benefits of being part of the collaboration have been identified.

5.5 There is potential for the collaboration to be further enhanced and become more efficient with a cross boundary approach in the delivery of:

- Telecare and Telehealth installations;
- Procurement of equipment and equipment maintenance services;
- Telecare response service;
- Consistent policies and procedures
- further support with disaster recovery and emergency planning across the region.

Galw Gofal / Care Connect has a Business Plan in place that will explore further efficiencies to all partners in the collaboration.

6.   RESOURCE IMPLICATIONS

Noted above.

7.   RISK

7.1   Risks (financial/reputational/liability/legal/ political) for failure within this collaboration

- Financial –
  - Technical failures in terms of IT or BT systems – mitigated with robust testing and contingency funds see 10.3 below

- Loss of contracts – this is managed by regular review. Contingency funds are in place to allow for planned restructure. See 10.3 below
- If collaboration would end, the authority would either need to re-establish a call centre with substantial capital investment and face the possibility of returning to an unsustainable service or require the procurement of a 24/7 bilingual call monitoring service for Telecare, out of hours services and lone worker monitoring.
    - Only a portion of the existing equipment would be apportioned to the authority. The call handling equipment owned by us is limited and has a limited shelf life. Purchasing of additional equipment would delay delivery of services within the county. Outsourcing of the service would involve the complete reprogramming of all equipment in situ in services users home and would pose a severe disruption in the service.
- Continuation of service – on outsourcing there would be loss of a valuable resource in the support of business continuation and emergency planning within the County.

- Reputational
  - Galw Gofal / Care Connect is now one of the leading call monitoring centres in the UK with over 21k connections and with the unique selling point of being the only fully bilingual Welsh/English call monitoring services.
  - The collaboration provides a life critical service to some of the frailest members of our community, delivering vital service to support independence within their homes. Failure of collaboration would likely lead to outsourcing of the service to outside of the region, loss of bilingual service, loss of representation in the governance of the service and with the potential loss of jobs within the County.
  - Galw Gofal / Care Connect is seen as a high profile service throughout Wales which has generated interest from Welsh Government as an example of successful collaboration between health and the North Wales local authorities.

- Liability
  - Each Local Authority Partner has a statutory responsibility Section 47 of the 1990 Care Act for meeting the social care needs of persons aged 18 or over who require social care services in their unified authority area.
  - As a Partner in the collaboration the Authority currently has a 25% liability for the service along with the other three partner Authorities. This liability would be further reduces if Denbighshire and Wrexham were to join the collaboration.

- Legal – responsibilities are detailed within the Section 101 partnership agreement. Service delivery would still need to be maintained in relation to Telecare call monitoring, Out Of Hours Services and lone worker monitoring. Service users continuing to receive the call monitoring service for Telecare equipment as prescribed by health & social care professionals.

- Political – Welsh Government is clearly committed to collaborative processes along with the integration of health and social care services and has supported the collaboration via an Invest to Save grant of £300k. The collaboration has featured as an example of good practice in two Welsh Government Invest to Save reports. Failure in the collaboration would be felt across the political spectrum. Locally the failure would impact significantly on relationships with all corporate customers and voluntary organisations involved.

7.2 At the end of 2014/15 Galw Gofal / Care Connect showed reserves of £346,396 accrued since its inception, of which £160,225 is ring-fenced for renewal of equipment every 4 to 5 years. The reserves are defined in two elements i.e.:

- **Renewal**: for replacement of essential equipment. This fund is ring-fenced and calculated on the life expectancy of the call monitoring equipment etc.
- **Contingency**: to mitigate risks to the business. These risks are identified in a risk log and weighted according to probability and likely cost to the service. These funds may also cover any unforeseen costs or potential developments in the service.

In addition, a Welsh Government grant of £125k was secured during 2014/15 from the Health Technology and Telehealth Fund to upgrade the

Galw Gofal call handling system.

8.   DRIVERS AND IMPLICATIONS

8.1 Links to the Corporate Plan and Risk Register

- Transforming Older Adult Social Care

8.2 The service supports the frailest in the community to maintain independence and reduces carer burden thus having an impact on the Building Resilient Communities and Tackling Poverty agenda. The team delivering the service engage with commissioners, members of the community, building links and networks with some of the county's frailest inhabitants. The service is provided equitably to ensure engagement within society of all groups.

8.3 There are no biodiversity Implications with no effect or impact on existing policies and procedures within the County.

Annual Report 2014/15

Located at: 8- 10 Ffordd Bugail, Colwyn Bay & the Mezzanine, Council Offices, Llangefni

Governance

Joint Partnership Board

Quality Assurance Team

- Finance Governance Group
- Service Quality Governance Group

Our Vision

Collaborating & Connecting to Improve Quality of Life by Promoting and Supporting Independence.

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Current Services

Galw Gofal provides call monitoring for the following services:
- Social Alarms / Telecare /Mobile Telecare with GPS tracking
- Telehealth vital sign monitoring
- Telephone Check Call Service - Proactive calling
- Lone Working & GPS tracking
- Carer Cards
- Out of Hours services, including Housing services and property maintenance, Highways and Environmental services, Public Protection. Social Services EDT etc.
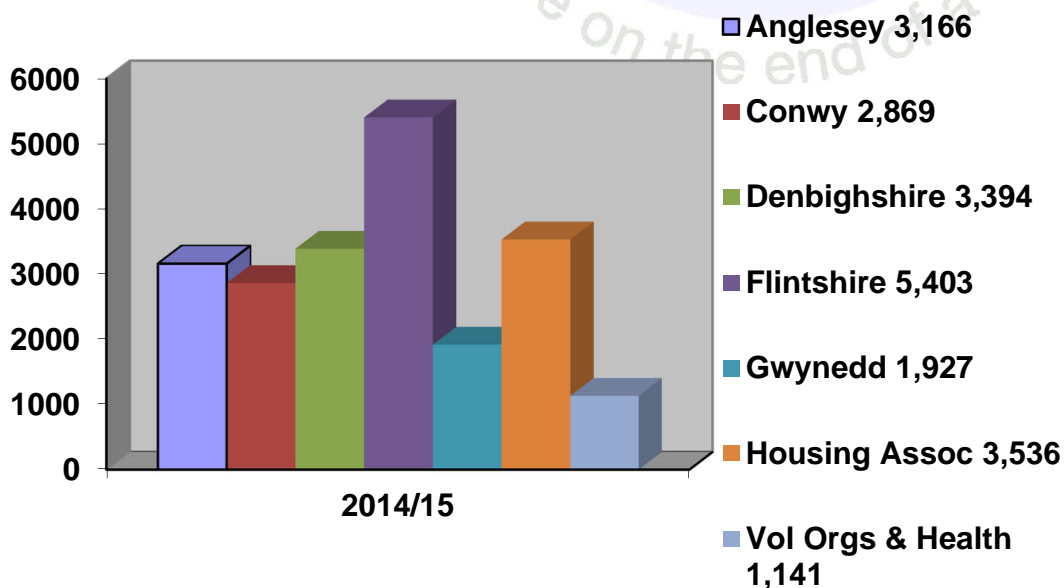- Disaster Recovery & Business Continuity

Total Connections

Total number of connections at the end of March 2015 was 21,436 including 50 Telehealth customers. ⬆ 10% growth in connections since inception in 2011

Customers: Our partners i.e. Anglesey, Conwy, Gwynedd and Flintshire Councils plus Denbighshire County Council, Betsi Cadwaladr University Health Board and 5 Housing Associations plus 14 private agents and registered charities

Chart 1 below demonstrates the level of connections between customers.

Chart 1

- Anglesey 3,166
- Conwy 2,869
- Denbighshire 3,394
- Flintshire 5,403
- Gwynedd 1,927
- Housing Assoc 3,536
- Vol Orgs & Health 1,141

Volume of Calls

Galw Gofal received 597,617 calls during 2014/15 i.e. 562,710 Telecare & Lone Worker calls plus 17,241 Out of Hours service calls and 17,666 general enquiries etc., equating to 49,809 calls per month.

During the period 3,099 calls were placed due to falls of which 1,873 or 60% required the call out of the emergency services.

Key Performance Indicators

Galw Gofal has achieved accreditation with the Telecare Services Association (TSA) Code of Practice for call monitoring. In order to meet the TSA standards we must demonstrate our achievements against the following targets:

Call Handling Response Times

Our target is to answer 97.5% of calls within 1 minute, 99% of calls within 3 minutes and 0% of calls over 3 minutes

Our call response averages have improved demonstrating an achievement of 98.44%, 99.86% and 0.14% respectively during the year compared to 97.7%, 99.8% and 0.23% in 2013/14. Average call response time was 11.33 seconds.

Line Utilisation

In order to ensure that we have the technological capability to deal with all calls received we must demonstrate adequate telephone line availability. Our target is to ensure less than 50% utilisation of each line.

Line utilisation on average over the year was between 0% and 26.59%.

Operator Quality Checks

In order to meet the standards of the TSA Code of Practice we monitor 2 calls per month for each operator i.e. a target of 544 calls. During the period we listened to 664 call recordings and exceeded the 100% target.

Calls are assessed according to the TSA set of requirements including:
- Correct greeting given, including their name;
- Operator demonstrated that they had listened to the callers requirements;
- Reassurance given to caller;
- Correct outcome achieved

Any training needs are identified and results of the audit are discussed with individual operators.

Customer Satisfaction & Service User involvement

In order to meet the standards of the TSA Code of Practice we must achieve 90% customer satisfaction on a 5% sample of all customers. A customer satisfaction survey is undertaken as a rolling programme during the year. Customers continued to demonstrate satisfaction:

☺ 99% Satisfied with quality of the service (97% 2013/14)

☺ 96% Satisfied with speed of response (94% 2013/14)

☺ 99% Felt staff were friendly and helpful (98% 2013/14)

☺ 92% Service good value for money (93% 2013/14)

Good customer care and effective communication is important to ensure trust in such a life critical service. We responded to all complaints within 2 working days of receiving the expression of dissatisfaction, and work to resolve complaints within 10 working days, which exceeds the TSA targets.100% target on both counts was achieved during the year.
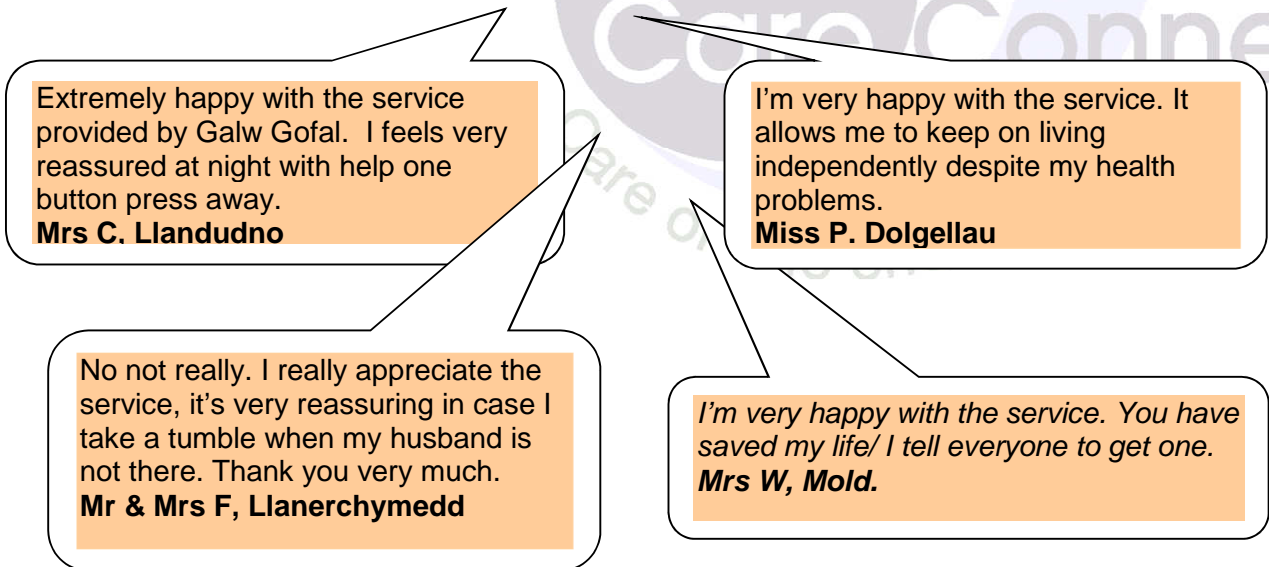
Complaints   During 2014/15 some 14 complaints were received with 10 being upheld and resolved locally. As a result of these complaints protocols have been reviewed and appropriate corrective actions taken.

Positive Feedback   Number of positive feedback received from service users during 2014/15 was 183.

We asked our customers for if they had any suggestions on how we could further improve the service we deliver, they said:

Extremely happy with the service provided by Galw Gofal. I feels very reassured at night with help one button press away.
Mrs C. Llandudno

I'm very happy with the service. It allows me to keep on living independently despite my health problems.
Miss P. Dolgellau

No not really. I really appreciate the service, it's very reassuring in case I take a tumble when my husband is not there. Thank you very much.
Mr & Mrs F, Llanerchymedd

I'm very happy with the service. You have saved my life/ I tell everyone to get one.
Mrs W, Mold.

The opinions of our service users are valued and help us to strive for continuous improvement. During the year, in addition to the satisfaction surveys, we attended tenant forums and open days plus carer's and older peoples groups.

Overall our customers felt that our service offered the service users, their families and carers peace of mind and added security with 99% feeling reassured that they are connected to the call monitoring centre with an emergency alarm system.

Service Direction and Targets for 2015/16

1. Achieve TSA accreditation and targets for the latest 2013 Code of Practice Telecare Call Monitoring and Telehealth monitoring;
2. Maintain ISO 9001:2009 British Standard for a Quality Management System;
3. Implement the upgrade of a new call monitoring platform to enable the use of the latest technology in the provision of care and support;
4. Review Partnership Section 101 Agreement and Benefit Realisation;
5. Ensure effective risk management;
6. Review the Galw Gofal Business Plan and Marketing Strategy.

Achievements and Activities during the Year

Galw Gofal is committed to ensure an efficient effective service for our customers, demonstrating continuous improvement and development of the regional call monitoring service.

o   Following an annual audit in May 2014, we were pleased to retain the Telecare Service Association accreditation for call monitoring under the 2009 Code of Practice.

o   We have achieved the British Standard ISO 9001:2008 for a Quality Management System in June 2014.

o   We have developed an in house database to improve the reporting mechanisms for out of hours call monitoring and fault reporting.

o   We have worked with Conwy County Borough Council to develop a 24/7 Telecare Response service pilot scheme in Conwy.

o   We have worked with Conwy County Borough Council and BCUHB to develop a Medication Review Pathway and the utilisation of Telecare Medication dispensers to support vulnerable individuals with medication compliance.

o   We have contributed towards Conwy County Borough Council's achievement of the Level 5 Green Dragon Environmental Standard. One of only two Councils in Wales to receive the level 5 accreditation.

Contact Us:

If you have any observations or suggestions in relation to the service then please contact us on:

Colwyn Bay Site, 8-10 Ffordd Bugail, Colwyn Bay, Conwy, LL29 8TN

Llangefni Site, County Offices, Llangefni, Ynys Môn, LL77 7TW

✉ General: galwgofal@galwgofal.gov.uk   ☎ 0300 123 66 88