



OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	Review of Telecare Model
Reference No.	2026/1785
Date of decision	Monday 24 August 2026
Call-in expiry date	Tuesday 1 September 2026
Relevant Select Committee	Children, Families, Health & Care Select Committee
Relevant Wards	All Wards

Decision made

Cabinet Members making the decision	Councillor Susan O'Brien – Cabinet Member for Adults, Children, Health & Care Councillor Eddie Lavery – Cabinet Member for Finance
Decision	Agreed That the Cabinet Member for Adults, Children, Health & Care in consultation with the Cabinet Member for Finance: 1. Approved public consultation on introducing a structured charging model for telecare services, including charges for existing users of all adult ages, in line with Adult Social Care charging principles and subject to financial assessment where applicable. 2. Approved consultation on a revised access pathway, including a defined start date for directing all new telecare requests to an external provider, supported by appropriate information, advice and signposting. 3. Approved consultation on the development of a transition strategy to support existing users without eligible Care Act needs to move away from Council-funded provision to a fully outsourced telecare delivery model, with an external provider responsible for onboarding, monitoring, installation, maintenance and income collection. 4. Noted that a further report will be presented following the consultation, setting out the outcomes, equality impact assessment and final

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	recommendations for decision, including the preferred delivery model and implementation approach
Reason for decision	Since publication of the report, further consideration was given by Cabinet Members to the benchmarking data. They have therefore agreed that the proposed charge be set at £5.67 per week instead of the £5 proposed, aligning Hillingdon with neighbouring authorities offering comparable services. This approach will support the full recovery of telecare service costs, whilst maintaining access to an important preventative service for residents who need or choose to use it.
Alternative options considered and rejected	The options to continue providing the existing telecare service free of charge to most users, or to introduce charges while retaining the current in-house model, were not recommended as they would perpetuate inconsistent charging arrangements, limit opportunities for service modernisation, and fail to fully address long-term sustainability and operational challenges. A further option to retain Council provision for statutory users while outsourcing services for non-statutory users was also rejected due to the increased complexity it would create, the potential for resident confusion, and the risk of inconsistent service delivery and user experience.
Classification	Part I - Public
Link to associated report	Report can be found here
Relevant Officer contact & Directorate	Sarah Baker – Adult Social Care & Health
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is: 5pm on Tuesday 1 September 2026 However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.
Councillor scrutiny call-in of this decision	Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.

	Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required: Scrutiny Call-In - Power Apps (secure)
Further information	These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. This is the formal notice by the Council of the above executive decision, including links to the reports where applicable. If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk. Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website. Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW