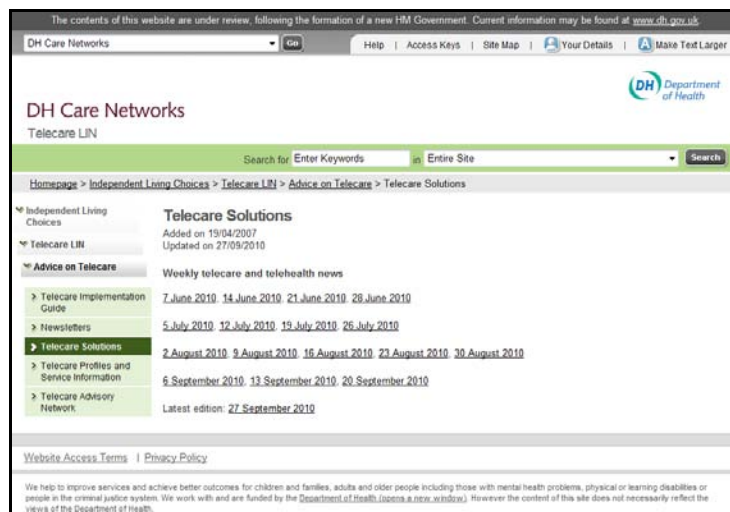


## Telecare LIN eNewsletter September/October 2010

Welcome to the September/October 2010 newsletter. The Telecare Learning and Improvement Network (LIN) is responsible for providing general implementation support to organisations building their telecare and telehealth programmes in England.

Don't forget, if you would prefer your news on a weekly basis at the start of each week then - **Weekly news bulletins** (DH Care Networks/WSDAN) are available at:



<http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Telecare/AdviceonTelecare/TelecareSolutions/>

All monthly telecare newsletters are archived at:  
[www.dhcarenetworks.org.uk/telecarenewsletters](http://www.dhcarenetworks.org.uk/telecarenewsletters)

If you are an organisation implementing telecare or telehealth in England and have an interesting local telecare or telehealth story for inclusion in a future newsletter then e-mail Mike Clark at [telecare@dhcarenetworks.org.uk](mailto:telecare@dhcarenetworks.org.uk)

PCT Telehealth Map – now colour coded for long term condition:  
<http://maps.google.co.uk/maps/ms?hl=en&ie=UTF8&msa=0&msid=100406857045032193451.00047fad6341183c8523&ll=54.329338,-1.604004&spn=8.052625,18.676758&z=6>

Telecare and Telehealth Evaluation Map:  
<http://maps.google.co.uk/maps/ms?hl=en&ie=UTF8&msa=0&msid=100406857045032193451.000481bfd43b6cc58babe&ll=52.66972,-1.955566&spn=8.373034,18.676758&z=6>

Telecare Services Map (currently being updated for new web sites and charging information):

<http://maps.google.co.uk/maps/ms?hl=en&ie=UTF8&msa=0&msid=100406857045032193451.0004540c223f16f2d1c9d&ll=52.842595,-1.867676&spn=8.339986,18.676758&z=6>

If you would like up to date information about the Whole System Demonstrator Programme and the development of the evidence base for telecare and telehealth then go to [www.wsdactionnetwork.org.uk](http://www.wsdactionnetwork.org.uk)

There is free registration on both web sites:

[www.wsdactionnetwork.org.uk/telecare](http://www.wsdactionnetwork.org.uk/telecare)

[www.wsdactionnetwork.org.uk](http://www.wsdactionnetwork.org.uk)

**Follow Mike Clark on Twitter at [clarkmike](#).**

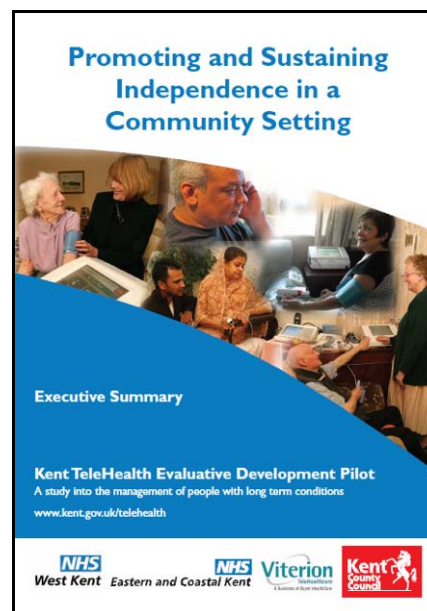
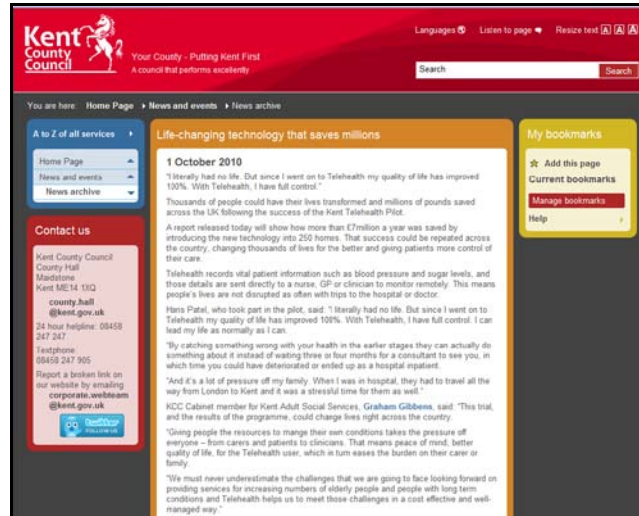
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**Note: DH Care Networks/WSDAN is not responsible for the content of external links and does not endorse any suppliers or their products. Any claims made by organisations should be carefully evaluated as part of normal commissioning and procurement arrangements.**

## 1 Life-changing technology that saves millions (Kent telehealth)

The study on the Kent Telehealth Evaluative Development Pilot for 250 people with long term conditions covering the pilot programme period 2005-2007 is now available.



This study covers 250 telehealth patients prior to the WSD Programme.

Press release: [http://www.kent.gov.uk/news\\_and\\_events/news\\_archive/life-changing\\_technology.aspx](http://www.kent.gov.uk/news_and_events/news_archive/life-changing_technology.aspx)

Report: [https://shareweb.kent.gov.uk/Documents/adult-Social-Services/professionals-and-projects/WSD/Telehealth%20Full%20Report%20FINAL\\_Layout%201.pdf](https://shareweb.kent.gov.uk/Documents/adult-Social-Services/professionals-and-projects/WSD/Telehealth%20Full%20Report%20FINAL_Layout%201.pdf)

Summary: <https://shareweb.kent.gov.uk/Documents/adult-Social-Services/professionals-and-projects/WSD/Summary%20Telehealth%20FINAL.pdf>

Kent Assistive technologies web site:

[http://www.kent.gov.uk/adult\\_social\\_services/social\\_services\\_professionals/partnerships\\_and\\_projects/whole\\_system\\_demonstrator.aspx](http://www.kent.gov.uk/adult_social_services/social_services_professionals/partnerships_and_projects/whole_system_demonstrator.aspx)

The Kent Telehealth Project (video)



<http://www.youtube.com/watch?v=DfsRdQy8fig>

## 2 Buying Solutions framework – commenced 16 August 2010

*Information provided by Mark Etherton at Buying Solutions*

### Assistive Technologies – Telecare, Telehealth and Telecoaching (RM 784)

The Buying Solutions framework agreements for Assistive Technologies – Telecare, Telehealth and Telecoaching have now been awarded following a full OJEU tender exercise.

This framework supports the Efficiency and Reform Group's (ERG) aim to centralise procurement for the buying of common goods and services. It will aggregate demand across the public sector to reduce the cost of telecare, telehealth and telecoaching and drive further savings.

The framework agreement is for two years, (with the option of two further one year extensions).

It is structured into 6 Lots as follows:

[Lot 1 – Telecare Products](#)

[Lot 2 – Telecare Services](#)

[Lot 3 – Telehealth Products](#)

[Lot 4 – Telehealth Services](#)

[Lot 5 – Telecoaching Products and Services](#)

[Lot 6 – Managed Services](#)

Please see the [Supplier Matrix](#) for full details of which suppliers have been awarded framework agreements under which Lots. Some suppliers do have sub-contractors however any orders must be placed with the Buying Solutions supplier. Supplier profiles and contact details can be found against each Lot description.

Framework Agreement Guidance Notes are also available for customers. This document covers:

- What is a framework agreement?
- What is Telecare, Telehealth and Telecoaching?
- How to use this set of framework agreements
- Buying Solutions roles and responsibilities
- Your contract
- Contact details
- Ordering procedures
- Catalogue ordering
- Further Competition
- Special terms
- Reverse auctions

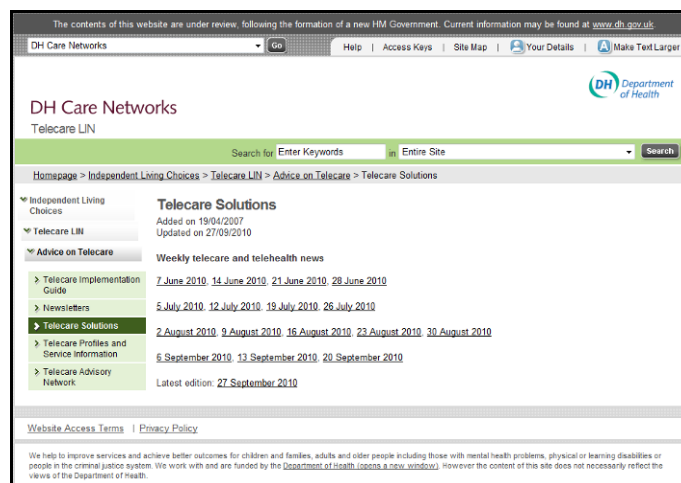
Customers will be able to make direct purchases from the online catalogue using the Catalogue Ordering Procedure or can run Further Competitions via the Buying Solutions [Invitation to Quote \(ITQ\) facility](#).

If you have any questions, please contact 0345 410 2222 or email [info@buyingsolutions.gsi.gov.uk](mailto:info@buyingsolutions.gsi.gov.uk)

### 3 Weekly news and map updates

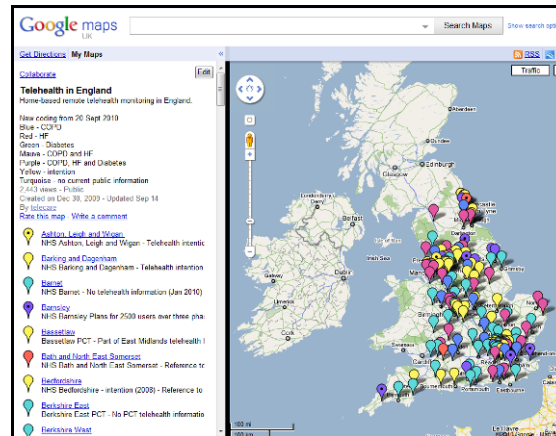
Prepared by Mike Clark for DH Care Networks/WSDAN (Twitter – [clarkmike](#))

Weekly news updates are now available for people that want to have more timely information about telecare and telehealth developments in the UK and around the world.



[www.dhcarenetworks.org.uk/telecaresolutions](http://www.dhcarenetworks.org.uk/telecaresolutions)

The PCT telehealth Google Map has now been updated to include colour coding by long term conditions. The map covers PCT telehealth links in the public domain.



PCT Telehealth Map link:

<http://maps.google.co.uk/maps/ms?hl=en&ie=UTF8&msa=0&msid=100406857045032193451.00047bfad6341183c8523&ll=54.329338,-1.604004&spn=8.052625,18.676758&z=6>

Also, the telecare services map is being updated to include new web site references and charging information. A review of telecare charging will appear with the next newsletter.

Telecare Services Map (currently being updated for new web sites and charging information):

<http://maps.google.co.uk/maps/ms?hl=en&ie=UTF8&msa=0&msid=100406857045032193451.0004540c223f16f2d1c9d&ll=52.842595,-1.867676&spn=8.339986,18.676758&z=6>

## 4 CQC telecare figures 2010 - summary

Prepared by Mike Clark for DH Care Networks/WSDAN from CQC data

Headline information from the 2010 CQC (Care Quality Commission) telecare data collection is now available for England. Details for all social care authorities are available in the Appendix to this newsletter. Further regional summary information will be available in the next newsletter.

The figures have been collected since 2006 and provide helpful trend information for the 152 English social care authorities in respect of 'additional users' and expenditure'.

### a) CQC Data 2010 - Additional Users

#### Figures for 2009/2010

LA and LA with partner agencies 2009-10 planned: **143,031 users**

LA and LA with partner agencies 2009-10 outturns: **129,232 users**

**84** local authorities met or exceeded their planned additional user numbers. **68** local authorities did not meet their planned numbers.



**Figures for 2010/2011**

LA and LA with partner agencies 2010-11 planned: **142,642 users**

**121** local authorities plan to increase their additional users in 2010/11 against the 2009/10 outturns. **31** authorities plan to decrease their additional users in 2010/2011.

The planned figures for 2010/2011 are just below the planned figures for 2009/2010 (**143,031**) and are an increase on the 2009/2010 outturns (**129,232**).

**b) CQC Data 2010 - Expenditure****Figures for 2009/2010**

Total Planned expenditure on infrastructure, equipment and services: **£79,664,000**

Outturn expenditure on infrastructure, equipment and services: **£83,019,000**

**60** local authorities met or exceeded their planned expenditure. **92** local authorities did not meet their planned expenditure figures.

**Figures for 2010/2011**

Total Planned expenditure on infrastructure, equipment and services: **£91,782,000**

**119** local authorities plan to increase their expenditure in 2010/11 against the 2009/10 outturns. **33** authorities plan to decrease their expenditure in 2010/2011.

The planned figures for 2010/2011 (**£91,782,000**) are above the planned figures for 2009/2010 (**£79,664,000**) and are an increase on the 2009/2010 outturns (**£83,019,000**).

*Note: The definition of 'telecare' since 2006 has included community alarms and telehealth. Separate expenditure figures are available for 'infrastructure' (which could include staffing) and 'equipment and services'. Figures are available for local authorities and their partner organisations. All expenditure figures in the table are in £000's. There is no planned CQC count in 2011.*

**5 Newsletter contributions****a) From Darren Awang at Coventry University**

Coventry University is expanding its range of health and social care related courses with the introduction of a new Foundation Degree (FD) in Assistive Technology (AT). The course – the only one of its kind in the UK – complements a range of AT related learning opportunities at Coventry University that includes the part time MSc in AT (popular with managers in the health, social care, housing, support and telecare sectors) and a new online AT Learning Tool (endorsed by the College of Occupational Therapists).

The new FD programme is due to commence in January 2011. It is 50% work based learning and has been endorsed by *Foundation Degree Forward*. It will equip support workers with the knowledge and

skills required to use and implement AT effectively, whilst also improving their personal performance and management abilities in a professional environment.

For more details contact the Course Director (FD in AT) Dr Gillian Ward [g.ward@coventry.ac.uk](mailto:g.ward@coventry.ac.uk) or visit the website [www.coventry.ac.uk/at](http://www.coventry.ac.uk/at).

## b) From Nathan Downing, West Midlands Telecare

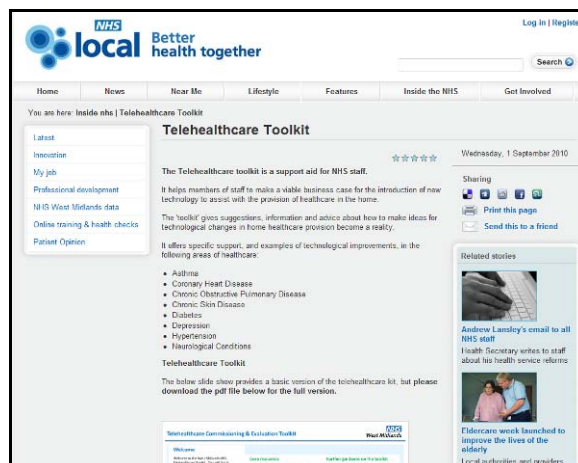
Improvement and Efficiency West Midlands (IEWM) has published a case study on the automated pill dispenser pilot.

[www.dhcarenetworks.org.uk/library/Resources/Telecare/Telecare\\_advice/West\\_Midlands\\_Automated\\_Pill\\_Dispenser\\_Project\\_Case\\_Study.pdf](http://www.dhcarenetworks.org.uk/library/Resources/Telecare/Telecare_advice/West_Midlands_Automated_Pill_Dispenser_Project_Case_Study.pdf)



## c) From Joanne Harding, West Midlands Telehealthcare Programme

A telehealthcare toolkit has been launched on the NHS Local web site.





<http://www.nhslocal.nhs.uk/story/inside-nhs/telehealthcare-toolkit>

## 6 WSDAN news update

Prepared by Mike Clark for DH Care Networks/WSDAN (Twitter – clarkmike)

The September WSDAN news has been released. You can register for monthly updates at [www.wsdactionnetwork.org.uk](http://www.wsdactionnetwork.org.uk). Here is the latest from the Whole System Demonstrator Action Network:

- analysis of the [WSDAN user survey](#)
- a review of older people's [perceptions and use of telemedicine](#)
- information from [Buying Solutions](#) about its Framework Agreements.

Keep up to date with Network activities through [WSDAN Progress](#). This month there are five presentation summaries from [WSDAN's seventh roadshow](#) event.

## 7 Current calls

Prepared by Mike Clark for DH Care Networks/WSDAN (Twitter – clarkmike)

1) International Congress on Telehealth and Telecare 2-3 March 2011 Kings Fund, London

Deadline for abstracts 8 October 2010

<http://www.integratedcare.org/Default.aspx?TabId=140&eventid=33&language=en-US>

2) Philips Liveable Cities Award

Philips is looking for individuals, community or non-governmental organizations and businesses who have ideas for 'simple solutions' that will improve people's health and well-being, independent living etc.

Deadline 28 October 2010

<http://www.because.philips.com/livable-cities-award>

## 8 Events and conferences

Prepared by Mike Clark for DH Care Networks/WSDAN (Twitter – clarkmike)

### *October*

Healthcare IT Exchange 2010

3-5 October 2010 <http://www.healthcareitexchange.co.uk/>

Advances in Digital Healthcare: Telehealth and Mobile Health, University of Warwick 7 October 2010

[http://www.idh.warwick.ac.uk/component/option.com\\_events/Itemid,140/agid,124/catids,188/day,07/month,10/task,view\\_detail/year,2010/](http://www.idh.warwick.ac.uk/component/option.com_events/Itemid,140/agid,124/catids,188/day,07/month,10/task,view_detail/year,2010/)

The Forum 10 13-15 October 2011 Washington  
<http://www.dmaa.org/theforum10/index.asp>

Enabling cost-effective management of long-term conditions - Mainstreaming telecare and telehealth – 19 October 2010  
<http://www.kingsfund.org.uk/events/enabling.html>

Mobile Health Expo, Las Vegas 19-21 October 2010  
<http://mobilehealthexpo.com/index.htm>

2010 Connected Health Symposium - October 21-22 2010  
<http://www.connected-health.org/events/symposium-2010.aspx>

### **November**

EHI Live, NEC Birmingham, 8-9 November 2010  
<http://www.ehilive.co.uk/>

mHealth Summit 2010 – 8-10 November 2010, Washington  
<http://www.mhealthsummit.org/>

Global Telehealth 2010 (GT2010) – 10-12 November 2010, Perth, WA  
<http://www.ehealthserver.com/conferences-and-events/429-call-for-papers-global-telehealth-2010-gt2010>

UK Dementia Congress 2010, 9-11 November at the Bournemouth International Centre.  
<http://www.careinfo.org/uk-dementia-congress.php>

Evidence 2010 – 1-2 November 2010 BMA House, London  
[http://evidence2010.com/?utm\\_campaign=7548437&utm\\_content=46681577336&utm\\_medium=email&utm\\_source=Emailvision](http://evidence2010.com/?utm_campaign=7548437&utm_content=46681577336&utm_medium=email&utm_source=Emailvision)

National Telecare & Telehealth Conference 2010 15-17 November 2010, London  
[http://www.telecare.org.uk/information/48440/conference\\_10/](http://www.telecare.org.uk/information/48440/conference_10/)

Raate 2010 29 November 2010, University of Warwick <http://www.raate.org.uk/>

### **December**

The Future of E-Health: User and technological perspectives, London Technology Network



1st December 2010, London

[http://www.ltnetwork.org/pooled/articles/BF\\_EVENTART/view.asp?Q=BF\\_EVENTART\\_320765](http://www.ltnetwork.org/pooled/articles/BF_EVENTART/view.asp?Q=BF_EVENTART_320765)

## 2011

### February

The Third International Conference on eHealth, Telemedicine, and Social Medicine

<http://www.wikicfp.com/cfp/servlet/event.showcfp?eventid=10262&copyownerid=11691>

<http://www.iaria.org/conferences2011/eTELEMED11.html>

### March

International congress on Telecare and Telehealth, The King's Fund 2-3 March 2011

<http://www.kingsfund.org.uk/events/telecaretelehealth.html>

NHS Expo, Excel Centre, London 9-10 March 2011

<http://www.healthcareinnovationexpo.com/>

### April

Med-e-tel Luxembourg 6-8 April 2011

[www.medetel.eu](http://www.medetel.eu)

### May

ATA Annual meeting and Expo – Tampa, Florida 1-3 May 2011

<http://www.americantelemed.org/i4a/pages/index.cfm?pageID=3773>

## 9 News and links

**News from around the world covering telecare, telehealth and related areas of interest to commissioners, service providers, suppliers and other organisations – prepared by Mike Clark (Twitter – clarkmike)**

Some recent headlines from the weekly news ([www.dhcarenetworks.org.uk/telecaresolutions](http://www.dhcarenetworks.org.uk/telecaresolutions))

**Headline 1 - Effective self management of blood glucose can be achieved by using meters with advanced features paired with diabetes education**

<http://www.sacbee.com/2010/09/23/3050854/effective-self-management-of-blood.html>

**Headline 2 - Insufficient evidence of benefit: a systematic review of home telemonitoring for COPD**

<http://onlinelibrary.wiley.com/doi/10.1111/j.1365-2753.2010.01536.x/abstract;jsessionid=1F71594B85A92B8904198059FEEF3E13.d03t01>

**Headline 3 - Counselling Heart Failure Patients Fails to Improve Outcomes**

[http://www.ivanhoe.com/channels/p\\_channelstory.cfm?storyid=25311](http://www.ivanhoe.com/channels/p_channelstory.cfm?storyid=25311)

**Headline 4 - Targeted Support Strategy May Help Reduce Costs**

[Wennberg DE, et al "A randomized trial of a telephone care-management strategy" N Engl J Med 2010; 363: 1245-1255.](http://www.medpagetoday.com/PublicHealthPolicy/HealthPolicy/22349)

<http://www.medpagetoday.com/PublicHealthPolicy/HealthPolicy/22349>

**Headline 5 – DH Letter to all GPs/SHAs setting out the next steps on GP-led commissioning**

[http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH\\_119741](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_119741)  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH\\_119747](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_119747)

**Headline 6 - Life-changing healthcare technology (Daily Telegraph)**



<http://www.telegraph.co.uk/health/healthnews/7956517/Life-changing-healthcare-technology.html>

**Headline 7 Newly Launched California Telehealth Network To Be Largest Nationwide**

<http://www.ihealthbeat.org/articles/2010/8/18/newly-launched-calif-telehealth-network-to-be-largest-nationwide.aspx#ixzz0x5cqMZor>

<http://civsourceonline.com/2010/08/18/california-launches-nations-largest-telehealth-network/>

<http://www.informationweek.com/news/healthcare/mobile-wireless/showArticle.jhtml?articleID=226700474>

<http://www.massdevice.com/news/california-launches-statewide-telehealth-network>

<http://www.californiahealthline.org/articles/2010/8/18/california-builds-unprecedented-broadband-telehealth-network.aspx>

<http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2010/08/17/BUEN1EV6UV.DTL>

**Headline 8 - eHealth in Australia (392m Aus Dollars)**

College Of GPs Welcomes Labor's Focus On e-Health, Australia

<http://www.medicalnewstoday.com/articles/197840.php>

Labor unveils e-health records trial sites

<http://www.theaustralian.com.au/australian-it/government/labor-launches-e-health-records-trials/story-fn4htb9o-1225906463440>

e-health just like online banking: Roxon

<http://www.zdnet.com.au/e-health-just-like-online-banking-roxon-339305362.htm?omnRef=NULL>

Three divisions to pilot personal e-health records

<http://www.6minutes.com.au/articles/z1/view.asp?id=522175>

### **Headline 9 - Gateshead Council is offering everyone aged 80 or over a free 12-month trial of its Telecare service**



<http://www.gateshead.gov.uk/Council%20and%20Democracy/news/News%20Articles/CouncilOffersFreeTelecareTrial.aspx>

### **Headline 10 – Telehealth in Knowsley and Wiltshire**

<http://www.nursingtimes.net/whats-new-in-nursing/primary-care/home-ecg-monitoring-reduces-costs-and-improves-care/5017591.article>

NHS Wiltshire deploys telehealth system to manage COPD patients

[http://www.prohealthservicezone.com/Customisation/News/AssistedIndependent\\_Living/Telehealth/NHS\\_Wiltshire\\_deploys\\_telehealth\\_system\\_to\\_manage\\_COPD\\_patients.asp](http://www.prohealthservicezone.com/Customisation/News/AssistedIndependent_Living/Telehealth/NHS_Wiltshire_deploys_telehealth_system_to_manage_COPD_patients.asp)

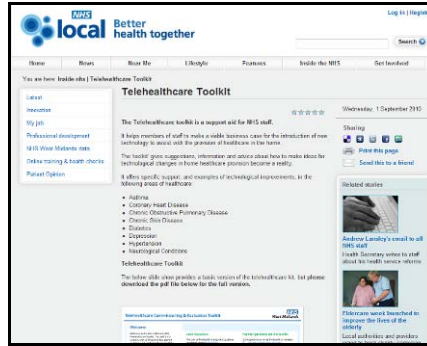
NHS Wiltshire Launches Next-Generation Telehealth for COPD to Help Cut Hospital Admissions

<http://www.ehealthnews.eu/tunstall/2208-nhs-wiltshire-launches-next-generation-telehealth-for-copd-to-help-cut-hospital-admissions>

NHS Wiltshire Launches Next-Generation Telehealth for COPD to Help Cut Hospital Admissions

<http://www.24dash.com/news/health/2010-08-24-NHS-Wiltshire-Launches-Next-Generation-Telehealth-for-COPD-to-Help-Cut-Hospital-Admissions>

### **Headline 11 - Telehealthcare toolkit (West Midlands)**

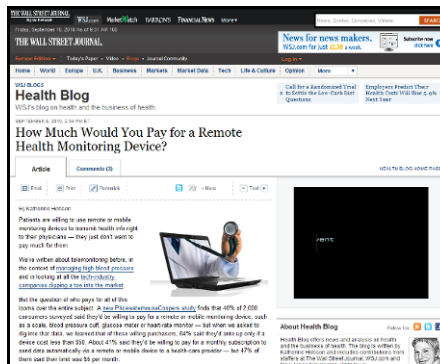


<http://www.nhslocal.nhs.uk/story/inside-nhs/telehealthcare-toolkit>

## Headline 12 – PWC report – how much would you pay for a mobile device?

How Much Would You Pay for a Remote Health Monitoring Device?

<http://blogs.wsj.com/health/2010/09/08/how-much-would-you-pay-for-a-remote-health-monitoring-device/>



Patients, Physicians Willing To Track Health Via Mobile Devices

<http://www.ihealthbeat.org/articles/2010/9/9/patients-physicians-willing-to-track-health-via-mobile-devices.aspx#ixzz0z76NVz9r>

### Links

Take part in research about lifestyle changes to reduce heart disease (NHS Direct – Manchester area)

<http://www.nhsdirect.nhs.uk/Commissioners/ResearchServiceEvaluationClinicalAudit/Research/ResearchAdvertHeartDisease>

Homes Get Smart to Help Older People and Save Lives (DMU Leicester)

<http://www.tmcnet.com/submit/2010/10/03/5043687.htm>

TSA press release – the true value of telecare services

<http://www.telecareaware.com/images/pdfs/tsa-pr-sep10.pdf>



West Dunbartonshire care charges suspended

<http://www.lennoxherald.co.uk/dunbartonshire-news/dunbartonshire-news/dumbarton-news/2010/10/01/west-dunbartonshire-care-charges-suspended-114557-27358103/>

A strategy for collaborative ageing research in the UK



<http://www.cardi.ie/publications/strategyforcollaborativeageingresearchintheuklifelonghealthandwellbeingprogramme>

Homecall helps epilepsy sufferer live life (Redcar)

Homecall Helps Epilepsy Sufferer Live Life

Date: 10/08/2010

Client: HomeCall

NEWS RELEASE ISSUED ON BEHALF OF COAST AND COUNTRY HOMECALL

HOMECALL HELPS EPILEPSY SUFFERER LIVE LIFE

An epilepsy sufferer has backed the life saving benefits of specialist technology on offer to Tees Valley residents by telecare provider HomeCall.

Barry Howell shows off his new pendant with HomeCall's Carol West.

The specially designed pendants and sensors are tailored to individual needs, and act as a link to the specially trained staff members at the 24 hour HomeCall Customer Contact centre, which is based in Dormanstown, Redcar.

Right click and select "Save Target As" to download high resolution image.

<http://www.recognitionpr.co.uk/journalistarea-story.asp?id=8719>

Bid to treat patients by video (Rochdale)

[http://menmedia.co.uk/manchestereveningnews/news/s/1337839\\_bid\\_to\\_treat\\_patients\\_by\\_video](http://menmedia.co.uk/manchestereveningnews/news/s/1337839_bid_to_treat_patients_by_video)

Homecall launches new dementia support partnership (Redcar)

HomeCall launches new dementia support partnership

HomeCall, the telecare division of Coast & Country, has launched an innovative new service with Tees Valley Council's Dementia Support Partnership to help people who live with dementia.

The new scheme will see dementia care services in 20 care homes and 1000 homes across the Tees Valley area. The scheme will see dementia care services in 20 care homes and 1000 homes across the Tees Valley area.

The expert staff based at Redcar will offer call the alarm holder and guide them back to safety, or have a family member in contact with Redcar and a job done by the individual.

<http://www.homecall.me/default.asp?&Section=6112&Article=9110>

Telecare the ethical debate (Nursing Times)

<http://www.nursingtimes.net/forums-blogs-ideas-debate/video/telecare-the-ethical-debate/5019833.article>

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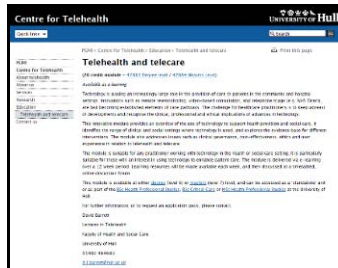
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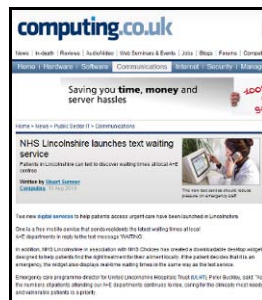
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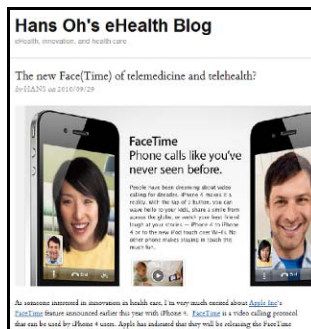
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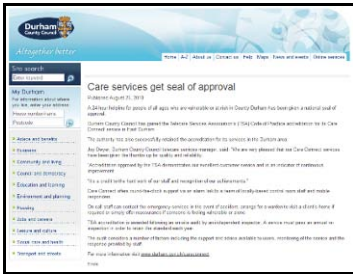
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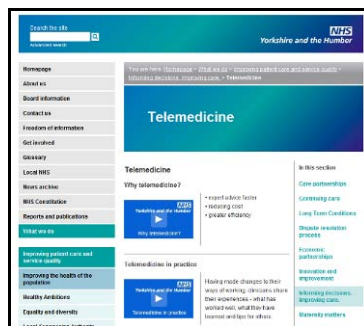
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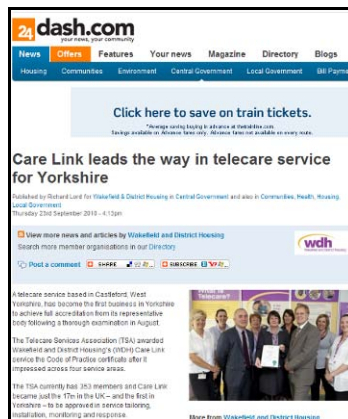
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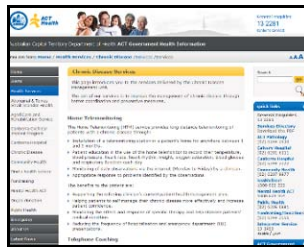
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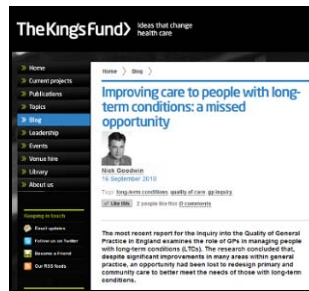
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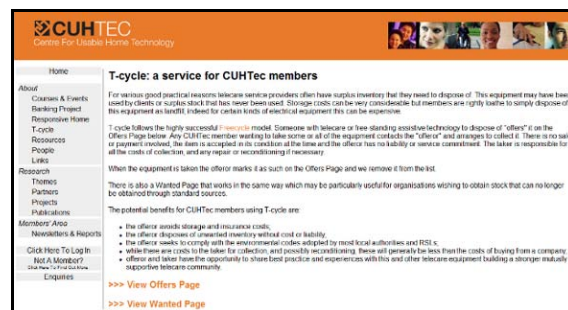
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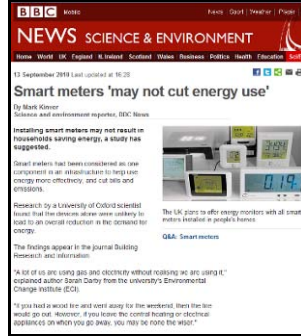
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<http://ccforum.com/content/14/5/233/abstract>

Effective self management of blood glucose can be achieved by using meters with advanced features paired with diabetes education  
<http://www.sacbee.com/2010/09/23/3050854/effective-self-management-of-blood.html>

Counseling May Not Help Heart Failure Patients Comply With Rx - Many too overwhelmed to follow doctor's orders, experts say  
<http://www.businessweek.com/lifestyle/content/healthday/643390.html>

The benefits to nurse-led telephone follow-up for prostate cancer  
[http://www.britishjournalofnursing.com/cgi-bin/go.pl/library/article.html?uid=78565;article=BJN\\_19\\_17\\_1085](http://www.britishjournalofnursing.com/cgi-bin/go.pl/library/article.html?uid=78565;article=BJN_19_17_1085)

Taxonomy of usability requirements for home telehealth systems  
<http://portal.acm.org/citation.cfm?id=1832838.1832844>

Signs and Symptoms of Heart Failure: Are You Asking the Right Questions?  
<http://ajcc.aacnjournals.org/cgi/content/abstract/19/5/443>

Text Messaging Significantly Improved Patient Adherence, Self-Care and Quality of Life, According to New Data From the Center for Connected Health  
<http://www.prnewswire.com/news-releases/ntelos-wireless-introduces-new-self-care-functionality-on-mobile-handsets-with-telespree-communications-103991648.html>

Text Messages May Be Way to Improve Eczema Management  
<http://blogs.wsj.com/health/2010/09/28/text-messages-may-be-way-to-improve-eczema-management/>

Health technology assessment review: Remote monitoring of vital signs – current status and future challenges  
<http://www.periopresearch.com/journals/health-technology-assessment-review-remote-monitoring-of-vital-signs-current-status-and-future-challenges/>

Assessing telemonitoring in diabetes patients – validated questionnaire that can be used to measure the readiness of diabetic patients to use telemonitoring systems and assess their views on the perceived benefits.  
<http://www.getinsidehealth.com/Articles/Editor/Assessing-telemonitoring-in-diabetes-patients/>

Advances in home telemonitoring of heart failure patients

<http://www.getinsidehealth.com/Articles/Editor/Advances-in-home-telemonitoring-of-heart-failure-patients/>

New Study Finds Remote Monitoring Technology Enables the Elderly to Remain Independent Longer, Reduces Care Costs for Providers - PACE Program Reports Annual Savings of \$1.85 Million by Moving 33 Residents from Nursing Home Care to Supportive Housing

<http://www.businesswire.com/news/home/20100929005411/en/Study-Finds-Remote-Monitoring-Technology-Enables-Elderly>

White Paper: <http://www.newcourtland.org/>

Healthsense: <http://www.healthsense.com/>

Automated text reminders about medicine and skin care improved dermatology patient outcomes in study by Partners Healthcare.

[http://www.informationweek.com/news/healthcare/mobile-wireless/showArticle.jhtml?articleID=227500893&cid=RSSfeed\\_IWK\\_All](http://www.informationweek.com/news/healthcare/mobile-wireless/showArticle.jhtml?articleID=227500893&cid=RSSfeed_IWK_All)

A review of an out-of-hours telephone support service for palliative care patients and their families

[http://www.internurse.com/cgi-bin/go.pl/library/article.cgi?uid=78647;article=IJPN\\_16\\_9\\_445](http://www.internurse.com/cgi-bin/go.pl/library/article.cgi?uid=78647;article=IJPN_16_9_445)

COPD Screening in General Practice Using a Telephone Questionnaire

<http://www.ingentaconnect.com/content/apl/lcpd/2010/00000007/00000005/art00007>

### Appendix – CQC Data 2010 - Headlines

#### 1 CQC Data 2010 - Additional Users

##### 1.1 Figures for 2009/2010

LA and LA with partner agencies 2009-10 planned: 143,031

LA and LA with partner agencies 2009-10 outturns: 129,232

84 local authorities met or exceeded their planned numbers. 68 local authorities did not meet their planned numbers.

##### 1.2 Figures for 2010/2011

LA and LA with partner agencies 2010-11 planned: 142,642

121 local authorities plan to increase their additional users in 2010/11 against the 2009/10 outturns. 31 authorities plan to decrease their additional users in 2010/2011.

The planned figures for 2010/2011 are just below the planned figures for 2009/2010 (143,031) and are an increase on the 2009/2010 outturns (129,232).

Note: The definition of 'telecare' since 2006 would include community alarms and telehealth. It is a count of 'additional users', so users only ever count once as 'additional'. There are also 'additional user' figures available for 'other agencies alone' that are not included in these local authority/social care based totals. There is no planned CQC count in 2011.

Local Authority	Region	LA and LAPart 2009-10 planned	LA and LAPart 2009-10 outturns	Outturn against planned for 2009-10 (LA and LAPart)	Increase or decrease against planned for 2009-10	LA and LAPart 2010-11 planned	Planned for 2010-11 against outturn for 2009-10 (LA and LAPart)	Increase or decrease of 2010-11 planned against 2009-10 outturn
Barking & Dagenham	L	420	405	-15	Decrease	525	120	Increase or same
Barnet	L	899	675	-224	Decrease	698	23	Increase or same
Barnsley	Y&H	1349	805	-544	Decrease	1535	730	Increase or same
Bath and North East Somerset	SW	560	591	31	Increase or same	150	-441	Decrease
Bedford Borough	E	127	180	53	Increase or same	185	5	Increase or same
Bexley	L	940	505	-435	Decrease	517	12	Increase or same
Birmingham	WM	1525	1227	-298	Decrease	1500	273	Increase or same
Blackburn with Darwen	NW	596	676	80	Increase or same	720	44	Increase or same
Blackpool	NW	600	510	-90	Decrease	525	15	Increase or same
Bolton	NW	640	578	-62	Decrease	605	27	Increase or same
Bournemouth	SW	360	590	230	Increase or same	620	30	Increase or same
Bracknell Forest	SE	210	237	27	Increase or same	244	7	Increase or same
Bradford	Y&H	830	780	-50	Decrease	1260	480	Increase or same
Brent	L	370	1843	1473	Increase or same	2243	400	Increase or same
Brighton & Hove	SE	1076	819	-257	Decrease	910	91	Increase or same
Bristol	SW	1114	858	-256	Decrease	960	102	Increase or same
Bromley	L	400	242	-158	Decrease	395	153	Increase or same
Buckinghamshire	SE	695	1137	442	Increase or same	900	-237	Decrease
Bury	NW	565	590	25	Increase or same	750	160	Increase or same
Calderdale	Y&H	810	1749	939	Increase or same	1940	191	Increase or same
Cambridgeshire	E	765	603	-162	Decrease	700	97	Increase or same
Camden	L	550	585	35	Increase or same	910	325	Increase or same
Central	E	180	320	140	Increase or same	330	10	Increase or same

Bedfordshire								
Cheshire	NW							
Cheshire East	NW	1019	682	-337	Decrease	540	-142	Decrease
Cheshire West and Central	NW	733	1151	418	Increase or same	1161	10	Increase or same
City of London	L	25	19	-6	Decrease	35	16	Increase or same
Cornwall	SW	3335	730	-2605	Decrease	400	-330	Decrease
Coventry	WM	485	500	15	Increase or same	490	-10	Decrease
Croydon	L	800	702	-98	Decrease	700	-2	Decrease
Cumbria	NW	440	424	-16	Decrease	1000	576	Increase or same
Darlington	NE	81	88	7	Increase or same	95	7	Increase or same
Derby	EM	780	750	-30	Decrease	790	40	Increase or same
Derbyshire	EM	2000	2140	140	Increase or same	2200	60	Increase or same
Devon	SW	2675	1016	-1659	Decrease	1100	84	Increase or same
Doncaster	Y&H	621	583	-38	Decrease	750	167	Increase or same
Dorset	SW	550	503	-47	Decrease	520	17	Increase or same
Dudley	WM	1000	1081	81	Increase or same	1365	284	Increase or same
Durham	NE	2000	1823	-177	Decrease	1860	37	Increase or same
Ealing	L	500	538	38	Increase or same	640	102	Increase or same
East Riding of Yorkshire	Y&H	1035	1042	7	Increase or same	1158	116	Increase or same
East Sussex	SE	2598	2517	-81	Decrease	2074	-443	Decrease
Enfield	L	335	417	82	Increase or same	489	72	Increase or same
Essex	E	19200	6176	-13024	Decrease	6122	-54	Decrease
Gateshead	NE	220	220	0	Increase or same	260	40	Increase or same
Gloucestershire	SW	545	608	63	Increase or same	600	-8	Decrease
Greenwich	L	1010	866	-144	Decrease	823	-43	Decrease
Hackney	L	1000	280	-720	Decrease	320	40	Increase or same
Halton	NW	460	569	109	Increase or same	585	16	Increase or same
Hammersmith & Fulham	L	450	482	32	Increase or same	550	68	Increase or same
Hampshire	SE	1014	996	-18	Decrease	1396	400	Increase or same
Haringey	L	685	779	94	Increase or same	900	121	Increase or same
Harrow	L	500	531	31	Increase or same	700	169	Increase or same
Hartlepool	NE	300	615	315	Increase or same	700	85	Increase or same
Havering	L	750	601	-149	Decrease	645	44	Increase or same
Herefordshire	WM	300	245	-55	Decrease	300	55	Increase or same
Hertfordshire	E	629	660	31	Increase or same	723	63	Increase or same
Hillingdon	L	350	711	361	Increase or same	730	19	Increase or same



Hounslow	L	515	361	-154	Decrease	365	4	Increase or same
Isle of Wight	SE	664	543	-121	Decrease	618	75	Increase or same
Isles of Scilly	SW	5	9	4	Increase or same	9	0	Increase or same
Islington	L	125	120	-5	Decrease	130	10	Increase or same
Kensington & Chelsea	L	150	149	-1	Decrease	150	1	Increase or same
Kent	SE	1300	726	-574	Decrease	1026	300	Increase or same
Kingston upon Hull	Y&H	730	747	17	Increase or same	1500	753	Increase or same
Kingston upon Thames	L	640	787	147	Increase or same	817	30	Increase or same
Kirklees	Y&H	900	1562	662	Increase or same	1250	-312	Decrease
Knowsley	NW	656	710	54	Increase or same	728	18	Increase or same
Lambeth	L	400	403	3	Increase or same	530	127	Increase or same
Lancashire	NW	850	954	104	Increase or same	1000	46	Increase or same
Leeds	Y&H	1200	786	-414	Decrease	1710	924	Increase or same
Leicester	EM	650	874	224	Increase or same	800	-74	Decrease
Leicestershire	EM	2127	1371	-756	Decrease	1440	69	Increase or same
Lewisham	L	500	520	20	Increase or same	520	0	Increase or same
Lincolnshire	EM	1700	1665	-35	Decrease	1750	85	Increase or same
Liverpool	NW	600	548	-52	Decrease	680	132	Increase or same
Luton	E	260	171	-89	Decrease	80	-91	Decrease
Manchester	NW	1259	1152	-107	Decrease	1205	53	Increase or same
Medway	SE	150	170	20	Increase or same	200	30	Increase or same
Merton	L	316	295	-21	Decrease	316	21	Increase or same
Middlesbrough	NE	1100	1365	265	Increase or same	1400	35	Increase or same
Milton Keynes	SE	635	627	-8	Decrease	755	128	Increase or same
Newcastle upon Tyne	NE	517	767	250	Increase or same	880	113	Increase or same
Newham	L	1150	800	-350	Decrease	850	50	Increase or same
Norfolk	E	5084	6047	963	Increase or same	6900	853	Increase or same
North East Lincolnshire	Y&H	290	218	-72	Decrease	300	82	Increase or same
North Lincolnshire	Y&H	814	789	-25	Decrease	795	6	Increase or same
North Somerset	SW	860	761	-99	Decrease	830	69	Increase or same
North Tyneside	NE	1100	1194	94	Increase or same	1200	6	Increase or same
North Yorkshire	Y&H	1500	1840	340	Increase or same	2396	556	Increase or same
Northamptonshire	EM	1500	1596	96	Increase or same	1800	204	Increase or same

Northumberland	NE	1750	2180	430	Increase or same	2702	522	Increase or same
Nottingham	EM	678	895	217	Increase or same	767	-128	Decrease
Nottinghamshire	EM	1890	1911	21	Increase or same	2060	149	Increase or same
Oldham	NW	800	1650	850	Increase or same	1715	65	Increase or same
Oxfordshire	SE	3700	5001	1301	Increase or same	5000	-1	Decrease
Peterborough	E	364	366	2	Increase or same	440	74	Increase or same
Plymouth	SW	500	442	-58	Decrease	495	53	Increase or same
Poole	SW	380	411	31	Increase or same	470	59	Increase or same
Portsmouth	SE	635	230	-405	Decrease	253	23	Increase or same
Reading	SE	460	740	280	Increase or same	600	-140	Decrease
Redbridge	L	500	1211	711	Increase or same	600	-611	Decrease
Redcar & Cleveland	NE	625	635	10	Increase or same	700	65	Increase or same
Richmond upon Thames	L	523	495	-28	Decrease	550	55	Increase or same
Rochdale	NW	400	415	15	Increase or same	600	185	Increase or same
Rotherham	Y&H	946	914	-32	Decrease	946	32	Increase or same
Rutland	EM	90	72	-18	Decrease	75	3	Increase or same
Salford	NW	800	869	69	Increase or same	1000	131	Increase or same
Sandwell	WM	730	863	133	Increase or same	1250	387	Increase or same
Sefton	NW	400	438	38	Increase or same	355	-83	Decrease
Sheffield	Y&H	1670	1757	87	Increase or same	2219	462	Increase or same
Shropshire	WM	796	691	-105	Decrease	700	9	Increase or same
Slough	SE	1088	1520	432	Increase or same	1090	-430	Decrease
Solihull	WM	500	413	-87	Decrease	500	87	Increase or same
Somerset	SW	1050	990	-60	Decrease	1000	10	Increase or same
South Gloucestershire	SW	560	696	136	Increase or same	750	54	Increase or same
South Tyneside	NE	550	550	0	Increase or same	715	165	Increase or same
Southampton	SE	285	437	152	Increase or same	360	-77	Decrease
Southend-on-Sea	E	620	641	21	Increase or same	600	-41	Decrease
Southwark	L	350	415	65	Increase or same	672	257	Increase or same
St Helens	NW	745	583	-162	Decrease	700	117	Increase or same
Staffordshire	WM	1790	2016	226	Increase or same	2077	61	Increase or same
Stockport	NW	322	402	80	Increase or same	332	-70	Decrease
Stockton-on-Tees	NE	0	179	179	Increase or same	0	-179	Decrease
Stoke-on-Trent	WM	2415	2143	-272	Decrease	1500	-643	Decrease
Suffolk	E	1244	1273	29	Increase or same	1368	95	Increase or same
Sunderland	NE	1400	1186	-214	Decrease	1400	214	Increase or same

Surrey	SE	1800	1829	29	Increase or same	2000	171	Increase or same
Sutton	L	220	232	12	Increase or same	235	3	Increase or same
Swindon	SW	150	173	23	Increase or same	301	128	Increase or same
Tameside	NW	580	981	401	Increase or same	1116	135	Increase or same
Telford & the Wrekin	WM	550	401	-149	Decrease	580	179	Increase or same
Thurrock	E	720	237	-483	Decrease	0	-237	Decrease
Torbay	SW	285	222	-63	Decrease	180	-42	Decrease
Tower Hamlets	L	665	654	-11	Decrease	640	-14	Decrease
Trafford	NW	210	853	643	Increase or same	920	67	Increase or same
Wakefield	Y&H	420	549	129	Increase or same	450	-99	Decrease
Walsall	WM	1613	1680	67	Increase or same	2200	520	Increase or same
Waltham Forest	L	250	412	162	Increase or same	250	-162	Decrease
Wandsworth	L	500	417	-83	Decrease	450	33	Increase or same
Warrington	NW	670	710	40	Increase or same	680	-30	Decrease
Warwickshire	WM	305	216	-89	Decrease	265	49	Increase or same
West Berkshire	SE	43	81	38	Increase or same	90	9	Increase or same
West Sussex	SE	1245	1250	5	Increase or same	1400	150	Increase or same
Westminster	L	450	489	39	Increase or same	450	-39	Decrease
Wigan	NW	650	669	19	Increase or same	800	131	Increase or same
Wiltshire	SW	1000	236	-764	Decrease	1000	764	Increase or same
Windsor & Maidenhead	SE	256	258	2	Increase or same	285	27	Increase or same
Wirral	NW	755	618	-137	Decrease	2156	1538	Increase or same
Wokingham	SE	625	87	-538	Decrease	170	83	Increase or same
Wolverhampton	WM	900	708	-192	Decrease	870	162	Increase or same
Worcestershire	WM	1150	1204	54	Increase or same	1350	146	Increase or same
York	Y&H	1210	259	-951	Decrease	470	211	Increase or same
Totals		143031	129232	Increase or same		84	142642	Increase or same
				Decrease		68		Decrease
								121
								31

### 2 CQC Data 2010 – Expenditure

#### 2.1 Figures for 2009/2010

Total Planned expenditure on infrastructure, equipment and services: £79,664,000

Outturn expenditure on infrastructure, equipment and services: £83,019,000

60 local authorities met or exceeded their planned expenditure. 92 local authorities did not meet their planned expenditure figures.

#### 2.2 Figures for 2010/2011

Total Planned expenditure on infrastructure, equipment and services: £91,782,000

119 local authorities plan to increase their expenditure in 2010/11 against the 2009/10 outturns. 33 authorities plan to decrease their expenditure in 2010/2011.

The planned figures for 2010/2011 (£91,782,000) are above the planned figures for 2009/2010 (£79,664,000) and are an increase on the 2009/2010 outturns (£83,019,000).

Note: The definition of 'telecare' since 2006 has included community alarms and telehealth. Separate expenditure figures are available for 'infrastructure' (which could include staffing) and 'equipment and services'. Figures are only available for local authorities. No figures are collected for other agencies alone. All figures in the table are in £000's. There is no planned CQC count in 2011.

Expenditure figures are in £000's

Local Authority	Region	Infra + ES planned for 2009-2010	Infra + ES outturn for 2009-10	Outturn against planned for 2009-2010 (Infra and ES)	Increase or decrease in outturn over planned in 2009-2010	Infra + ES planned for 2010-2011	Planned for 2010-11 against outturn for 2009-10	Increase or decrease against 2009-10 outturn
Barking & Dagenham	L	235	102	-133	Decrease	100	-2	Decrease
Barnet	L	260	231	-29	Decrease	261	30	Increase or same
Barnsley	Y&H	581	1112	531	Increase or same	1392	280	Increase or same
Bath and North East Somerset	SW	358	195	-163	Decrease	329	134	Increase or same
Bedfordshire	E							
Bedford Borough	E	132	142	10	Increase or same	142	0	Increase or same
Bexley	L	24	0	-24	Decrease	0	0	Increase or same
Birmingham	WM	175	873	698	Increase or same	275	-598	Decrease
Blackburn with Darwen	NW	170	155	-15	Decrease	175	20	Increase or same
Blackpool	NW	407	736	329	Increase or same	722	-14	Decrease
Bolton	NW	530	317	-213	Decrease	318	1	Increase or same
Bournemouth	SW	106	80	-26	Decrease	166	86	Increase or same
Bracknell Forest	SE	81	77	-4	Decrease	77	0	Increase or same
Bradford	Y&H	245	231	-14	Decrease	326	95	Increase or same
Brent	L	579	688	109	Increase or same	606	-82	Decrease
Brighton & Hove	SE	150	150	0	Increase or same	150	0	Increase or same
Bristol	SW	266	241	-25	Decrease	257	16	Increase or same
Bromley	L	200	145	-55	Decrease	60	-85	Decrease
Buckinghamshire	SE	491	444	-47	Decrease	395	-49	Decrease
Bury	NW	442	443	1	Increase or same	410	-33	Decrease
Calderdale	Y&H	415	285	-130	Decrease	357	72	Increase or same
Cambridgeshire	E	452	287	-165	Decrease	283	-4	Decrease
Camden	L	1231	1411	180	Increase or same	1338	-73	Decrease

Central Bedfordshire	E	197	182	-15	Decrease	196	14	Increase or same
Cheshire	NW							
Cheshire East	NW	289	280	-9	Decrease	544	264	Increase or same
Cheshire West and Central	NW	209	205	-4	Decrease	343	138	Increase or same
City of London	L	59	52	-7	Decrease	60	8	Increase or same
Cornwall	SW	157	415	258	Increase or same	325	-90	Decrease
Coventry	WM	193	88	-105	Decrease	175	87	Increase or same
Croydon	L	460	476	16	Increase or same	481	5	Increase or same
Cumbria	NW	394	951	557	Increase or same	1190	239	Increase or same
Darlington	NE	78	206	128	Increase or same	248	42	Increase or same
Derby	EM	400	400	0	Increase or same	421	21	Increase or same
Derbyshire	EM	1240	960	-280	Decrease	1220	260	Increase or same
Devon	SW	541	398	-143	Decrease	400	2	Increase or same
Doncaster	Y&H	713	426	-287	Decrease	789	363	Increase or same
Dorset	SW	284	261	-23	Decrease	284	23	Increase or same
Dudley	WM	795	846	51	Increase or same	903	57	Increase or same
Durham	NE	350	3991	3641	Increase or same	4028	37	Increase or same
Ealing	L	332	273	-59	Decrease	318	45	Increase or same
East Riding of Yorkshire	Y&H	998	998	0	Increase or same	973	-25	Decrease
East Sussex	SE	950	955	5	Increase or same	1054	99	Increase or same
Enfield	L	115	486	371	Increase or same	584	98	Increase or same
Essex	E	5522	2678	-2844	Decrease	1913	-765	Decrease
Gateshead	NE	1186	1050	-136	Decrease	1230	180	Increase or same
Gloucestershire	SW	800	1343	543	Increase or same	1400	57	Increase or same
Greenwich	L	1045	1117	72	Increase or same	1082	-35	Decrease
Hackney	L	1039	935	-104	Decrease	913	-22	Decrease
Halton	NW	704	748	44	Increase or same	810	62	Increase or same
Hammersmith & Fulham	L	131	78	-53	Decrease	48	-30	Decrease
Hampshire	SE	439	483	44	Increase or same	544	61	Increase or same
Haringey	L	1698	1565	-133	Decrease	1565	0	Increase or same
Harrow	L	188	74	-114	Decrease	196	122	Increase or same
Hartlepool	NE	402	401	-1	Decrease	428	27	Increase or same
Havering	L	172	164	-8	Decrease	206	42	Increase or same
Herefordshire	WM	194	161	-33	Decrease	222	61	Increase or same
Hertfordshire	E	327	256	-71	Decrease	287	31	Increase or same

Hillingdon	L	218	47	-171	Decrease	134	87	Increase or same
Hounslow	L	218	90	-128	Decrease	98	8	Increase or same
Isle of Wight	SE	186	124	-62	Decrease	104	-20	Decrease
Isles of Scilly	SW	2	2	0	Increase or same	2	0	Increase or same
Islington	L	299	1752	1453	Increase or same	1507	-245	Decrease
Kensington & Chelsea	L	258	412	154	Increase or same	380	-32	Decrease
Kent	SE	0	667	667	Increase or same	558	-109	Decrease
Kingston upon Hull	Y&H	600	250	-350	Decrease	500	250	Increase or same
Kingston upon Thames	L	80	109	29	Increase or same	105	-4	Decrease
Kirklees	Y&H	910	949	39	Increase or same	919	-30	Decrease
Knowsley	NW	237	188	-49	Decrease	625	437	Increase or same
Lambeth	L	890	842	-48	Decrease	835	-7	Decrease
Lancashire	NW	2400	895	-1505	Decrease	110	-785	Decrease
Leeds	Y&H	575	1476	901	Increase or same	2766	1290	Increase or same
Leicester	EM	857	857	0	Increase or same	905	48	Increase or same
Leicestershire	EM	205	54	-151	Decrease	137	83	Increase or same
Lewisham	L	826	768	-58	Decrease	784	16	Increase or same
Lincolnshire	EM	384	379	-5	Decrease	738	359	Increase or same
Liverpool	NW	531	352	-179	Decrease	455	103	Increase or same
Luton	E	144	108	-36	Decrease	143	35	Increase or same
Manchester	NW	198	1436	1238	Increase or same	1100	-336	Decrease
Medway	SE	0	160	160	Increase or same	184	24	Increase or same
Merton	L	130	150	20	Increase or same	179	29	Increase or same
Middlesbrough	NE	800	733	-67	Decrease	882	149	Increase or same
Milton Keynes	SE	171	244	73	Increase or same	254	10	Increase or same
Newcastle upon Tyne	NE	1700	1693	-7	Decrease	1642	-51	Decrease
Newham	L	1500	1110	-390	Decrease	1077	-33	Decrease
Norfolk	E	671	549	-122	Decrease	671	122	Increase or same
North East Lincolnshire	Y&H	322	336	14	Increase or same	545	209	Increase or same
North Lincolnshire	Y&H	744	741	-3	Decrease	760	19	Increase or same
North Somerset	SW	853	465	-388	Decrease	516	51	Increase or same
North Tyneside	NE	1106	897	-209	Decrease	1046	149	Increase or same
North Yorkshire	Y&H	1059	1170	111	Increase or same	1243	73	Increase or same
Northamptonshire	EM	500	420	-80	Decrease	990	570	Increase or same



Northumberland	NE	192	934	742	Increase or same	996	62	Increase or same
Nottingham	EM	378	94	-284	Decrease	343	249	Increase or same
Nottinghamshire	EM	1608	1678	70	Increase or same	1540	-138	Decrease
Oldham	NW	360	300	-60	Decrease	300	0	Increase or same
Oxfordshire	SE	599	605	6	Increase or same	2750	2145	Increase or same
Peterborough	E	93	115	22	Increase or same	125	10	Increase or same
Plymouth	SW	142	69	-73	Decrease	129	60	Increase or same
Poole	SW	350	367	17	Increase or same	369	2	Increase or same
Portsmouth	SE	227	459	232	Increase or same	604	145	Increase or same
Reading	SE	57	56	-1	Decrease	58	2	Increase or same
Redbridge	L	155	115	-40	Decrease	113	-2	Decrease
Redcar & Cleveland	NE	149	138	-11	Decrease	162	24	Increase or same
Richmond upon Thames	L	211	206	-5	Decrease	206	0	Increase or same
Rochdale	NW	385	236	-149	Decrease	375	139	Increase or same
Rotherham	Y&H	1444	1204	-240	Decrease	1429	225	Increase or same
Rutland	EM	8	5	-3	Decrease	7	2	Increase or same
Salford	NW	80	79	-1	Decrease	82	3	Increase or same
Sandwell	WM	361	430	69	Increase or same	463	33	Increase or same
Sefton	NW	574	535	-39	Decrease	545	10	Increase or same
Sheffield	Y&H	1641	1801	160	Increase or same	2150	349	Increase or same
Shropshire	WM	435	324	-111	Decrease	430	106	Increase or same
Slough	SE	426	384	-42	Decrease	426	42	Increase or same
Solihull	WM	81	30	-51	Decrease	43	13	Increase or same
Somerset	SW	280	263	-17	Decrease	263	0	Increase or same
South Gloucestershire	SW	150	77	-73	Decrease	80	3	Increase or same
South Tyneside	NE	352	176	-176	Decrease	176	0	Increase or same
Southampton	SE	53	42	-11	Decrease	45	3	Increase or same
Southend-on-Sea	E	154	177	23	Increase or same	203	26	Increase or same
Southwark	L	1276	1361	85	Increase or same	1470	109	Increase or same
St Helens	NW	1194	1152	-42	Decrease	1033	-119	Decrease
Staffordshire	WM	1448	1566	118	Increase or same	1584	18	Increase or same
Stockport	NW	251	298	47	Increase or same	193	-105	Decrease
Stockton-on-Tees	NE	208	241	33	Increase or same	241	0	Increase or same
Stoke-on-Trent	WM	1474	1144	-330	Decrease	1035	-109	Decrease
Suffolk	E	506	414	-92	Decrease	650	236	Increase or same
Sunderland	NE	2751	4939	2188	Increase or same	3798	-1141	Decrease

Surrey	SE	250	150	-100	Decrease	250	100	Increase or same
Sutton	L	405	428	23	Increase or same	229	-199	Decrease
Swindon	SW	85	85	0	Increase or same	94	9	Increase or same
Tameside	NW	850	999	149	Increase or same	1016	17	Increase or same
Telford & the Wrekin	WM	382	218	-164	Decrease	342	124	Increase or same
Thurrock	E	601	0	-601	Decrease	0	0	Increase or same
Torbay	SW	100	243	143	Increase or same	433	190	Increase or same
Tower Hamlets	L	915	915	0	Increase or same	930	15	Increase or same
Trafford	NW	337	292	-45	Decrease	347	55	Increase or same
Wakefield	Y&H	581	569	-12	Decrease	628	59	Increase or same
Walsall	WM	801	629	-172	Decrease	751	122	Increase or same
Waltham Forest	L	313	272	-41	Decrease	272	0	Increase or same
Wandsworth	L	765	692	-73	Decrease	765	73	Increase or same
Warrington	NW	505	572	67	Increase or same	605	33	Increase or same
Warwickshire	WM	304	220	-84	Decrease	242	22	Increase or same
West Berkshire	SE	90	56	-34	Decrease	65	9	Increase or same
West Sussex	SE	351	188	-163	Decrease	310	122	Increase or same
Westminster	L	200	68	-132	Decrease	118	50	Increase or same
Wigan	NW	395	313	-82	Decrease	319	6	Increase or same
Wiltshire	SW	465	150	-315	Decrease	150	0	Increase or same
Windsor & Maidenhead	SE	160	19	-141	Decrease	100	81	Increase or same
Wirral	NW	522	605	83	Increase or same	2004	1399	Increase or same
Wokingham	SE	58	4	-54	Decrease	23	19	Increase or same
Wolverhampton	WM	116	212	96	Increase or same	257	45	Increase or same
Worcestershire	WM	242	321	79	Increase or same	465	144	Increase or same
York	Y&H	113	113	0	Increase or same	238	125	Increase or same
Totals		79664	83019	Increase or same	60	91782	Increase or same	119
				Decrease	92		Decrease	33