

Appendix D

List of stakeholder groups contacted for consultation

Formal consultation commenced with the following key stakeholders - 19 August 2024:

1. Careline Customers:

- **Current Users:** Those who rely on the Careline service for safety and well-being. + **request to third-party contractors to share with their customers**
- **Family Members and Carers:** People who assist Careline users

2. Local Government:

- **Careline Staff:** The staff directly involved in operating the service
- **Housing department:** Professionals who work with vulnerable populations; **older persons housing team**
- **Policy and Decision-Makers:** Council members and managers: **TDC and ECC (specifically but not exclusively Adult Social Care);** MPs (already briefed)
- **Wider TDC staff**

3. Healthcare Providers:

- **Hospitals:** Medical professionals who interact with Careline users; **ICB, HWB Alliance, ESNEFT**
- **Emergency Services:** Police, fire, and ambulance services: **EEAST**
- **Home Care Agencies:** Organisations providing in-home care services

4. Other Relevant Parties:

- **Housing Associations:** Organisations managing housing for elderly residents
- **Local Charities:** Those supporting vulnerable populations: **CVST, CAT, Age Concern/Age UK, Tendring Community Transport**
- **TSA**
- **Contractors**

5. Public Stakeholders:

- **Residents**