

## ITEM NO: 12

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| <b>Report To:</b>                          | <b>EXECUTIVE CABINET</b>  |
| <b>Date:</b>                               | 26 August 2015  |
| <b>Executive Member/Reporting Officer:</b> | Councillor Brenda Warrington – Executive Member Adult Social Care and Wellbeing<br>Sandra Whitehead – Interim Assistant Executive Director Adult Services   |
| <b>Subject:</b>                            | <b>COMMUNITY RESPONSE SERVICE (CRS) CHARGING AND BANDING CONSULTATION</b>   |
| <b>Report Summary:</b>                     | <p>The Council faces significant budgetary challenges over the coming years and therefore needs to diversify the service delivery market by looking at new and innovative approaches to deliver services whilst reducing cost of provision significantly. The service currently generates income from charges of £528,000. The Council currently supplements this income with core funding of £373,000. This core funding is being reduced by £175,000 during 2015/16 and £420,000 during 2016/17.</p> <p>CRS supports some of the most vulnerable citizens across the borough with a monitoring and response service through the use of a community alarm and telecare devices.</p> <p>CRS currently has 4072 clients using our services, within 3776 properties. The current charge is £5.90 per week for a 24 hour service. The cost includes a wide range of telecare devices installed to individual needs which is, monitored and maintained by the service. The service generates an income from 1,716 properties as private clients pay £5.90 per week per household.</p> <p>This report seeks authorisation to commence consultation using written correspondence in the form of a letter (Appendix 1 of the report) explaining the proposed changes, a questionnaire (Appendix 2 of the report) to seek feedback on the proposed changes, and meetings with key stakeholders who are affected by the proposals. Also included is a letter regarding Key Safe proposals (<b>Appendix 3</b> of the report), and a questionnaire regarding Key Safe proposals (<b>Appendix 4</b> of the report). We will fully brief all staff in CRS and the control centre and will offer telephone support and staffing support to assist individuals who may have difficulty communicating their opinion and views on the proposals. This will include support to people who may have sensory disabilities.</p> <p>Consultation will be with New Charter Housing Trust (NCHT) tenants, private and owner occupiers and Registered Social Landlords to cease funding the CRS through the Adult Services budget (what was Supporting People monies) and charge all customers who use the service offering a two tier / band service offer.</p> <p>At the same time this report seeks approval to consult with current and new customers regarding the proposed change in</p> |

storing customer's house keys in alarm stations to customers purchasing and fitting a key safe themselves. Consulting with them through Focus Groups, Letters, questionnaires and the Big Conversation.

The report also seeks approval to consult with New Charter Housing Trust a charge for monitoring their door entries to NCHT sheltered schemes.

Although there appears to be a strong justification for the change it is important that we consult on these proposals and involve customers in the design of this service if it is to meet customer needs in the future.

**Recommendations:**

That Executive Cabinet is recommended to agree that:

1. Approval is given to enter into consultation with the 2060 customers who currently receive CRS services free of charge with a view of introducing the standard charge of £5.90 per week for services provided.
2. Approval is given to enter into consultation with customers and the wider public on the exploration of different service options that offer different levels of provision at different levels of cost that provide a greater range and choice of service options
3. Approval is given to enter into consultation on changes to key storage arrangements whereby the customer has to purchase a key safe for storage of house keys.
4. That approval is given to approach NCHT to discuss charges for monitoring the door entry systems at NCHT sheltered housing schemes across the borough.

**Links to Community Strategy:**

Healthy Tameside  
Safe Tameside  
Supportive Tameside

**Policy Implications:**

There are no policy implications in terms of this decision.

**Financial Implications:  
(Authorised by the Section 151 Officer)**

The Council approved efficiency savings allocation for Adult Services is £19.653m over the next 2 years. The proposal to introduce a two-tier charging structure for the Community Response Service would ensure the service is financially self-sustainable.

The part year estimated income to be realised in 2015-16 would be £0.175m with a full year estimate of £0.420m being realised in 2016-17.

The expenditure associated with carrying out the consultation will be financed from the existing Adult Services revenue budget.

**Legal Implications:  
(Authorised by the Borough Solicitor)**

Consultation is key in this area particularly given that it is addressing needs of vulnerable persons. Before Members make any final decision they should ensure that they fully understand the outcome of the consultation together with the equalities assessment which will need to run alongside this process to be presented with the final recommendations in due course. Clearly,

given the reducing budget it is fair to say any proposal will have an adverse impact – what will be important will be the test around fairness and inequalities.

**Risk Management:**

An initial risk assessment has been undertaken (Section 7, Page 15 of the attached report). The primary approach to mitigating potential risks identified is to fully consult with all stakeholders including RSL's and ensuring stakeholders are fully informed about the changes, their impact and alternative options available to customers.

Existing services will be maintained throughout consultation and any transition period to ensure that customers are safeguarded.

**Access to Information:**

We would recommend that financial information contained within this decision is kept confidential as this could be viewed as commercially sensitive.

Information and details of this decision can be obtained from:

Mark Whitehead (Head of Service)



Telephone: 0161 342 3719



e-mail: [mark.whitehead@tameside.gov.uk](mailto:mark.whitehead@tameside.gov.uk)

## 1. INTRODUCTION

- 1.1 This report is primarily focused on the decision to consult with customers who use the Community Response Service (CRS) on a number of measures that counter some the saving reductions and go some way to ensure the future sustainability of this service area. The key proposals for consultation are:
- CRS consultation and proposal to charge all customers who use the service.
  - To enter into consultation with customers and the wider public on the exploration of different service options that offer different levels of provision at different levels of cost that provide a greater range and choice of service options offered to customers.
  - To consult on the proposed change in procedure to stop using key stores and that customer's will be required to purchase and fit a key safe.
  - To consult with New Charter Housing Trust (NCHT) to charge for monitoring their door entries to NCHT sheltered schemes.
- 1.2 Due to Government imposed cuts, rising demands for services and inflationary pressures, over the next two years the Council will have £38m less to spend on services for local residents and businesses. This is on top of £104m that the Council has had to cut from its budgets since 2010.
- 1.3 As part of the contribution to the Council's required budget savings Adult Services' proposed savings in 2015-16 of £14.467 million and a further £4.856 million in 2016-17 whilst, at the same time, protecting essential services that continue to safeguard vulnerable citizens of Tameside. It is essential that all services are reviewed to ensure they are efficient and effective in meeting the needs of the most vulnerable in our society. While CRS does generate income that funds a significant part of the service, core funding of £451,060.00 per annum is provided by Adult Services (formerly Supporting People Grant funding). The 2015/16 savings plan identifies a £175,000 reduction in this contribution in recognition of part year implementation, with a full year effect of the reduction 2016/17 of £420,000. For the service to be sustainable a review of the service is necessary to ensure future sustainability.
- 1.4 CRS support some of the most vulnerable citizens across the Borough. Services commissioned include a monitoring and response service via a staffed emergency control centre. These are commissioned from a range of providers, including the in-house Community Response Service, which supports 1,716 paying customers.
- 1.5 CRS does not apply access eligibility criteria; anyone over 18 years of age can access the service for a charge. In 2009 CRS was commissioned by the Council through its Supporting People (SP) Grant Scheme to provide support to 2060 people who lived in sheltered housing schemes and also people who were in receipt of specific benefits who met the Supporting People grant eligibility criteria.
- 1.6 Upon referral CRS staff would check the persons Council Tax Benefits and Housing Benefit records to assess if the applicant was eligible for an SP funded place and advise the person concerned accordingly. If the applicant was not currently in receipt of benefits the CRS staff referred them to Welfare Rights for a benefits check. The customer had to be in receipt of pension credits to qualify for a Supporting People grant funded place and would not pay for the service themselves.
- 1.7 Of the 2060 Supporting People grant funded places 516 are New Charter Housing Trust (NCHT) tenants who reside in sheltered accommodation schemes, 724 tenants live in part sheltered accommodation and dispersed housing. There are 7 tenants who reside in Ashton Pioneer Housing and 1,813 who are owner occupiers or live in private rented accommodation.

- 1.8 The service generates an income from Registered Social Landlord Tenants, see Table 1 below, from customers who require the service but do not qualify for grant funded places.

**Table 1**

| <b>Registered Social Landlord</b>        | <b>Number of tenants who pay</b> | <b>£ per week /income</b> |
|--|----------------------------------|---------------------------|
| Mosscafe                                 | 7                                | £4.97 per week            |
| Peak Valley                              | 6                                | £4.97 per week            |
| Northern Counties                        | 12                               | £4.97 per week            |
| Irwell Valley                            | 19                               | £4.97 per week            |
| Ashton Pioneer Homes                     | 1                                | £4.97 per week            |
| Manchester City Council (overspill)      | 13                               | £4.97 per week            |
| New Charter Housing Trust Part Sheltered | 75                               | £2.41 per week            |
| New Charter Housing Trust Dispersed      | 161                              | £4.97 per week            |

- 1.9 The NCHT sheltered housing service was funded by the Council through its Supporting People Grant. This funding was removed in 2014 as part of budget cuts. This funding paid for wardens who were based at each sheltered housing scheme who provided housing related support to tenants. Following this decision NCHT had to redesign its services and withdrew the warden service in October 2014. This meant that the support offered to tenants was reduced significantly. NCHT's expectation was that CRS would pick up some of the support activity as part of its service provision. This has led to more demand on CRS from sheltered housing tenants who form a large part of the non-paying customer base.
- 1.10 CRS provides peace of mind for those who feel at risk, by offering assurance that support is available at the press of a button. The service also prevents unnecessary admissions into hospital, long term residential care or the upheaval of having to live with relatives. The provision of a community alarm enables carers and families to continue in employment, safe in the knowledge that the person they care for is supported and will receive help if required. The service supports 72.6% of customers who have no other input from Adult Services and is seen as an effective preventative and enabling service that assists individuals to remain independent in the community.

## **2. CURRENT POSITION**

- 2.1 CRS operates 24 hours a day, 365 days a year. It supports some of the most vulnerable citizens across the Tameside with a monitoring and response service through the use of a community alarm and telecare devices. When the customer presses the pendant a two-way communication channel is opened between the customer and a member of staff at the control center. The control centre staff will assess the situation and offer advice and reassurance. If necessary, they will contact a nominated person, next of kin or emergency services and, where appropriate, send out a fully trained Response worker to assist the customer, lift them if they have fallen, offer assurance and assess if they require medical treatment.
- 2.2 CRS currently has 4,072 Clients using our services, within 3,776 properties. CRS provides services to customers through an alarm system. A customer may have a 'hardwired' alarm or community alarm installed in their home which connects to the landline and the electric supply. The current charge is £5.90 per week for a 24 hour service which includes to provision of a physical response service. The cost includes a wide range of Telecare devices installed to individual needs which is, monitored and maintained by the service. The service generates an income from 1,716 properties as private clients pay £5.90 per week per household. The remainder of the client base (2,060) was funded via the Supporting People

Grant funding but responsibility for this funding was transferred to Adult Services core funding in 2014. CRS currently income generates approximately £527,140.00 per annum from various activities (this excludes Council funding contribution).

- 2.3 CRS has been redesigned to offer a more modern, responsive customer-facing service whilst still keeping the traditional community alarm focus on enabling customers to summon help where needed. Our emergency control centre is pivotal in supporting not only Telehealth customers but in being a point of contact offering advice and support to Tameside residents and professionals out of hours. In addition to the 176,381 inbound calls from service users' devices during 2014-2015 callers ringing the 2222 Council Emergency Control Service number rang the service 71,568 times. The calls range from informing us about dangerous buildings, road works, bins not being emptied to urgent calls for out of hours Adults Social Workers and Out of Hours Children's Social Workers. The cost of this service is subsumed by CRS and is at a cost of approximately £219,000 per annum.
- 2.4 The role of the Emergency Control Operator is varied; inbound calls also include the Child Safe Line, major incident line, Tameside Interpretation Service, Carers Cards and employee lone working monitoring.
- 2.5 The primary aim of this consultation is to fully evaluate and establish the business case for a number of initiatives focussed on mitigating the impact of budget savings on CRS and CRS customers by looking at current charging arrangements across a number of stakeholders who receive services from CRS at a reduced rate or at no cost. These are described in more detail below.
- 2.6 2060 people currently receive CRS free of charge. This is based on if a person is residing within a sheltered housing scheme and/or if a person is in receipt of certain benefits. This was funded by Supporting People Grant money and in 2014 this funding was replaced by Adult Services core funding which is currently £451.060 per annum. This core funding is being reduced over 2015-2017 by £420.000 so the first area for consultation is on the introduction of charging for CRS for this customer group. This will generate income to offset some of the Councils reductions in budget.
- 2.7 The second proposal is focused on exploring different levels of service that are offered at different levels of cost. The aim being to provide greater choice to the consumer and encouraging an increased customer base in the future by offering cheaper service options that might meet some customer needs better in terms of cost and outcome. Over a number of years a number of service users have refused to pay the £5.90 fee for CRS as it was seen as a high charge. This charge is significantly higher than other providers as CRS offers a significantly enhanced level of service in contrast to other providers. This includes no hidden extra charges for devices used within a person's home and more significantly CRS offer 24 hour, 365 day response services where staff can physically respond to calls to offer advice and assistance which other providers do not offer. This includes the use of mobile lifting equipment following falls. In the interests of offering customers a greater choice in terms of service packages the proposal is to continue to offer the full service at a cost of £5.90 per week but also offer other reduced packages, at a reduced cost per week which will not include the physical response element of the service. Customers who choose this package will rely on a named individual / next of kin to provide this response similar to other services on offer by competitors. Where a response is required a spot fee would be charged. Other providers charge a one off charge of £26 per call where this type of service is provided.
- 2.8 CRS currently holds keys for 1,247 customers who do not have a key safe - keys are stored in 165 alarm stations throughout the Tameside. The alarm stations/cabinets are the property of NCHT but CRS maintains these and the service is charged for electricity to the cabinets by EON - during 2014-2015 the cost of this was £10,500. The proposal is that CRS stop providing this service and ask current service recipients to pay for a key safe to be fitted outside their property that will hold individual keys. This would be at a cost to the individual of

approximately £70. A key safe allows only authorised persons to gain entry to the property if necessary in an emergency and can be a speedier response than collecting a key from an alarm station nearby. As part of the proposed charging for the service, changes to the current key holding procedures would need to be considered as capacity with the alarm stations is limited and cost of maintaining the alarm stations is rising.

### 3. FINANCIAL POSITION

3.1 The total cost of this service is £598,110.00 per annum including the provision of the Councils Emergency Control Service which equates for approximately 20% of this cost (£119,622.00 per annum). Adult Services (formerly Supporting People) currently provide core funding of £451,060.00 per annum and based on current financial pressures this budget is being reduced by £420,000.00 by 2017 with possible further reductions in the future. It is essential that the service reviews its current practice and charging regime to ensure that there is sufficient funding to sustain current levels of service operations and to encourage more people to take up the service offer by providing different service options which in this case is looking at different service options and the costs of these options in terms of charges. Currently the service generates £978,200.00 income per annum (including £451,060.00 council funding) which helps fund service operations. Income streams include:

- Council contribution     £451,060.00 (covers free recipients)
- Telehealth income        £68,680
- Private income            £445,000.00
- RSL income                £13,460.00

3.2 The reduction in Council funding will leave a shortfall of £70,970.00 in the CRS budget. If charges are introduced and one quarter of people who currently receive a service free of charge (500 people) decide to pay for the service the actual shortfall will be covered by the increased income. We do have a range of case scenarios worked up to inform consultation and the future funding models.

3.3 We are proposing introducing charges for those individuals who currently do not pay for the service to generate income that will be lost as part of the Council's savings plan. If the proposals are accepted, all Tameside CRS customers will pay a contribution towards both the cost of the equipment itself and, where appropriate, the monitoring and/or response service. This will fundamentally be a more equitable model going forward and could reduce the probability of challenges from fee payers.

3.4 The principles of charging are a key component of the in-house service moving equitably to a trading model, reducing the reliance on council funding to develop a self-financing business unit approach and with the ability to generate additional revenue streams beyond its current remit. The longer term strategic aims would be to provide similar services in other areas through the expansion of the service.

### 4. OPTIONS APPRAISAL

4.1 *Retain the current service model:* Continue to financially support the 2060 customers and provide free services to RSL customers. This is not a viable option if the service is to achieve identified efficiencies and continue to operate effectively and efficiently. A further concern is the risk of challenge from paying customers in terms of equity as self-funders pay £5.90 per week for the service while others are receiving the same service free of charge.

4.2 *Stop providing the service:* This service supports people who are vulnerable to safely maintain independence in their own home in the community cessation of this service would

lead to increases in people who require more costly packages of care and would not support positive outcomes for individual's families and carers who want to live in the community.

- 4.3 *To look at income generation:* To review the services currently offered and look at increasing income generation opportunities to raise funding that can be reinvested into the service to maintain service operations at their current levels and to invest in future service development and equipment. This would include looking at customers who currently pay reduced or no contributions towards the services provided and exploring the opportunity to charge these customers for these services.

#### **Preferred Service Model**

- 4.4 Based on the current financial situation with a significant reduction in core funding the recommended model would be that of income generation to supplement the funding that will be lost. In reality this option makes the most financial sense in terms of retaining a CRS service locally and coupled with other efficiencies should offer a degree of security in terms of the sustainability of this service. From an equity perspective 1,716 households currently pay a set charge for this service on a weekly basis so this option would include consulting with 2060 other customers who do not currently pay for this service. The exploration of alternative service options at lower cost will also offer greater choice to the consumer while also has potential to expand the services customer base in the future.

### **5. CONSULTATION METHOD**

- 5.1 In order to consult with current users of the service, a letter (see **Appendix 1**), and a copy of the questionnaire (see **Appendix 2**) will be mailed out to 2060 CRS customers during August. A further letter (**Appendix 3**) and a questionnaire (**Appendix 4**) will be sent to customers affected by the proposed Key Safe changes. A self-addressed envelope will be provided to enable customers to return this, alternatively they can contact the service on 0161 342 5100 and a response worker will collect this.
- 5.2 If a customer requires support to complete the questionnaire then a dedicated worker will be available to provide this support. Customers can activate their alarm to ask for support to complete the questionnaire or telephone 0161 342 5100.
- 5.3 For those customers who are part of the sheltered housing scheme, a stakeholder event will be undertaken with Registered Social Landlords to gather their views and also ask whether providers would consult their customers before any changes are introduced.
- 5.4 Written correspondence will be sent to other Registered Social Landlords whose tenants are customers of CRS informing them that a questionnaire will be sent to tenants who access the service.
- 5.5 CRS staff and staff in the Emergency Control Centre are to be briefed and made aware of the channels available for collecting and recording responses from customers and residents.
- 5.6 Key questions will be published on the 'Big Conversation' website to ensure the wider public are made aware of the changes and can contribute to the consultation process. Information relating to the charging proposals and key management proposals will be publicized community alarm customers and residents will be directed to the dedicated consultation web pages dealing with the CRS consultation. The Council's website (Big Conversation) also presents information to all consultation's being carried out by Tameside Metropolitan Borough Council.
- 5.7 Locality Teams to be made aware of the proposals and the possible need for assessments and reassessments to establish individual need.



- 5.8 We will ensure that communication approaches are accessible in terms of people who have sensory or cognitive difficulties. Where appropriate individual meetings will be arranged with advocates including family members and carers.
- 5.9 The Executive Decision also seeks approval to discuss with New Charter Housing Trust the introduction of a charge for monitoring their door entries to NCHT sheltered schemes, a service that is currently provided free of charge to NCHT.
- 5.10 It is important that we consult on these proposals and involve service users, families and carers in the design of this service to ensure that the service offer is effective in meeting the current and future needs of current CRS customers and Tameside residents.

## 6. EQUALITIES

- 6.1 An Equality Impact Assessment will be completed as part of the Key Decision process and the findings will be presented in the Key Decision report.

## 7. RISK MANAGEMENT

- 7.1 There are a number of identified risks as a result of undertaking this review:

| Risk   | Consequence  | Impact | Likelihood | Action to Mitigate Risk   |
|--|--|--------|------------|---|
| That individuals refuse to pay which could mean that up to 2060 people could leave the service.  | 2060 people could leave the service which could lead to increases in current packages of care and/or new packages being required at a significantly higher cost. | High   | Medium     | Thorough consultation and engagement in process.<br><br>Work closely with the Assessment Team in terms of assessing individual need.  |
| That if up to 2060 people refuse the service income will be impacted upon.   | This could destabilise the service.<br><br>Posts will be put at risk.  | High   | Medium     | Through consultation and engagement process.<br><br>Offering lower cost / service offer as an alternative   |
| That RSLs may decide on behalf of residents to source other service providers who are cheaper but who provide significantly reduced levels of service (see also the first point above) | This would mean the service would have to reduce in size and posts will be put at risk.  | Low    | Medium     | Full consultation and engagement of individuals in the process.<br><br>Offering a lower cost / service offer as an alternative.<br><br>Work with the Assessment Team in terms of assessments of need where appropriate. |

|   |   |               |               |   |
|---|---|---------------|---------------|---|
| <p>That more people move to the lower band / tier service option which will reduce income for the service and present some difficulties in terms of not providing a physical response service to these individuals. People may wish to pay less but expect the same level of service currently enjoyed.</p> | <p>If service income reduces service activity will have to reduce. Posts will be put at risk to as we match capacity to demand.</p> | <p>Medium</p> | <p>Medium</p> | <p>Full consultation and engagement in process.</p> <p>Be very clear about what is offered in terms of service responses on a reduced cost package. This will form part of any agreements between the service and customer which will be entered into at commencement of service.</p> |
|---|---|---------------|---------------|---|

7.2 To try and further mitigate some of these risks CRS will work with NCHT, private/owner occupiers, Mosscafe Housing, Peak Valley Housing, Northern Counties Housing, Irwell Valley Housing, Ashton Pioneer Homes and Manchester City Council regarding the new level of service proposed. The discussions will be based on the following principles:

- That CRS will provide emergency support during the consultation process.
- That CRS will ensure that customers are fully informed about the service options and available support from Adult Social Care should they choose not to pay and move to the two tier payment option service
- To offer greater choice in terms of services provided and cost of these services to mitigate potential customer loses.
- To complete an EIA and full analysis of feedback prior to submitting final recommendations in the Key Decision.

## 8. CONCLUSIONS

8.1 The Council faces significant budgetary challenges over the coming years and therefore needs to diversify the service delivery market by looking at new and innovative approaches to deliver services whilst reducing cost of provision significantly. The Council have further significant savings to make over the forthcoming years so continuing reviews of services are being undertaken to mitigate the impact of the financial reductions. The 2015/17 savings target for CRS is a £420,000 reduction in core funding which will need to be recouped by other means if the service is to maintain its current levels of service provision. The service does currently income generate so this report proposes an extension of current arrangements that are already in place however the impact on non-paying clients could be significant.

8.2 CRS supports some of the most vulnerable citizens across the borough with a monitoring and response service through the use of a community alarm and Telecare and Telehealth devices. This service is a core preventative service that supports vulnerable people to safely maintain independence in the community without the need for more costly interventions.

8.3 CRS currently has 4072 customers using the services, within 3776 properties. The current charge is £5.90 per week for a 24 hour service. 2020 of these customers currently get the service free of charge based on historic arrangements and this proposal is for these customers to be charged a fee for the service as core Council funding is reduced.

8.4 The cost includes a wide range of Telecare devices installed to individual needs which is, monitored and maintained by the service. The service provides a physical response to

emergencies 24 hours a day 365 days a year. The service generates an income from 1,716 properties as private clients pay £5.90 per week per household.

- 8.5 The report proposes several other efficiency measures including aligning RSL customer charges with the general £5.90 charge per week and to explore different lower cost service offers that provide greater choice to the consumer. This may include for example a service offer where no physical response is provided to an activation but where the weekly charge would be significantly lower. This report seeks approval to consult on the exploration of options proposal to establish an appropriate charge for services provided. The report also seeks approval to approach NCHT with regard to the management and charging of the key storage system which is currently provided free of charge.
- 8.6 It is important that we fully communicate and consult with customers regarding these changes and where appropriate offer support to individuals to fully understand the proposals, their impact on the individual and the commitment the individual is entering into with regard to charging. This will be done using various approaches including letters, focus groups and a questionnaire. We will also offer a telephone number for people to contact should they have any questions about the proposed changes, and we will offer support to individuals who require assistance providing feedback.

## **9. RECOMMENDATIONS**

- 9.1 As set out at the start of the report.

# APPENDIX 1

## Customer mail out letter Charges

Communities, Children's, Adults & Health

Stephanie Butterworth  
Executive Director

Community Response Service  
Basement  
Dukinfield Town Hall  
King Street  
Dukinfield  
SK16 4LA

Call 0161-342-

[www.tameside.gov.uk](http://www.tameside.gov.uk)

email: xxxxxxxx@tameside.gov.uk

Doc Ref  
Ask for  
Direct Line           **0161 342**  
Date

Dear.....

The Directorate for People's Services are to commence a 4 week consultation process to look at some proposed changes to the way in which our Community Response Service customers contribute to the cost of the service.

We would very much like to hear your thoughts and comments on our proposals by (date).....

**The proposed changes** -The Community Response Alarm Service in some circumstances was funded through the Supporting People Grant and more recently by Tameside Council. Due to government reductions in funding core Council funding will cease to fund this service free of charge, therefore we are proposing that customers who have a community alarm service and receive this free of charge will have to pay a contribution towards the cost of both the equipment itself and where appropriate the monitoring and/or response service.

We are proposing two levels of service:

**1. Monitoring only service.**

The proposed cost for the service will be **£3.00 per week.**

When the customer presses the alarm a member of the staff team from the Community Response Service will call them to offer advice and reassurance. The monitoring only service is available for those customers who are able to provide the names of two people who can respond i.e. family, friend or neighbour. Where necessary Community Response Alarm staff will contact the nominated person on their behalf.

**2. Monitoring and Response service.**

The proposed cost for this service will be **£5.90 per week.**

When the customer presses the alarm or a telecare device is activated, a member of the staff from the Community Response Alarm Service will call them to offer reassurance. Where appropriate, Community Response Staff will send out a fully trained Response worker to assist them e.g. if they have fallen, feel unwell or have wandered. These services are available for anyone who wishes to pay for them.

Please note where there are two customers at the same address the proposed charge will only apply once.

**Tell us what you think**

To help us make decisions on how to deliver a charge for the Community Response Service we need your views and comments. By filling in the enclosed questionnaire you can give us your views and feedback about your current service and the proposed changes. Please try to answer all the questions as this will help us get a better understanding of your views on the proposals.

All the information you send to us will be treated anonymously and will only be used for the consultation. However if you disclose that you or someone else is at risk of harm we have a duty to assess this and may need to contact you or other relevant persons.

If you chose not to take part or not to answer the questions this will not affect the service you receive from us.

The consultation will run from.....to.....

If you have any questions or require any further information regarding the consultation exercise, including requesting information in a different format please contact our service on 0161 342 5100. This will be available Monday to Friday from 9am-4pm.

The results of the survey will be available shortly after the consultation completion date should you require a copy please let us know.

Thank you for your time in completing the questionnaire and helping Tameside Metropolitan Borough Council to improve the service we provide.

Yours sincerely



**Community Response Service Alarm Consultation**



Questionnaire 2015



**Q1. About the person answering the questions. Are you.... (please tick one box only)**

- A Customer of the Community Alarm Service  Carer  other

**Q2. How satisfied are you with your current Community alarm service?**

- Very satisfied  Satisfied  Dissatisfied  Very dissatisfied  
 Neither satisfied or dissatisfied

**Q3. How often do you use your community alarm?**

- Frequently  Sometimes  Never

**Q4. For what reason have you MOST used the alarm service?**

- Health emergency  Property repair emergency  Police / Nuisance  
 Other  Personal Care  Never used

**Q5. When/if the mobile warden attended your call how would you describe the way they dealt with your emergency?**

- Very good  Good  Neither good nor poor  
 Poor  Very poor  No answer

**Q6. Do you currently pay towards the cost of your community alarm?**

- Yes  No  Don't know

**Q7. Do you feel the Alarm Service is good value for money?**

- Yes  No  Not sure

**Q.8. if charges were introduced which service you would want to purchase in the future?**

Monitoring-only £3.00 per week for a telephone response when the alarm is activated. The service would contact Next Of Kin or the emergency service depending on the help required. The monitoring only fee includes a care- phone and pendent.

Monitoring-and-response £5.90 per week for a telephone and physical response by a member of the team to calls when the alarm is activated. The monitoring and response fee includes unlimited devices to meet the needs of the customer.

None

Don't know

**Q.9 Do you think the proposed weekly charges are fair?**

- Yes  
 No  
 Don't know

**Q.10 Please may we now ask some questions about yourself? (this will be used purely for percentage reasons)**

**Are you**

- Female  Male

**Q.11 Do you consider yourself to have a disability**

- Yes                       No

**Please tick one of the following boxes**

*I am*

|                            |                          |                            |                          |
|----------------------------|--------------------------|----------------------------|--------------------------|
| British                    | <input type="checkbox"/> | Pakistan                   | <input type="checkbox"/> |
| Irish                      | <input type="checkbox"/> | Bangladeshi                | <input type="checkbox"/> |
| Any other white background | <input type="checkbox"/> | Any other Asian background | <input type="checkbox"/> |
| White & black Caribbean    | <input type="checkbox"/> | Caribbean                  | <input type="checkbox"/> |
| White & black African      | <input type="checkbox"/> | African                    | <input type="checkbox"/> |
| White & Asian              | <input type="checkbox"/> | Any other black background | <input type="checkbox"/> |
| Any other mixed background | <input type="checkbox"/> | Chinese                    | <input type="checkbox"/> |
| Indian                     | <input type="checkbox"/> | Any other ethnic group     | <input type="checkbox"/> |

Thank you for taking the time to complete this questionnaire please return this in the envelope provided if you are unable to do this you can activate your alarm unit and speak with the operator who will arrange for this to be collected or telephone us on 0161 342 5100.



# APPENDIX 3

## Customer mail out letter key safes

Communities, Children's, Adults & Health

**Stephanie Butterworth**  
Executive Director

**Community Response Service**  
Basement  
Dukinfield Town Hall  
King Street  
Dukinfield  
SK16 4LA

Call 0161-342-

[www.tameside.gov.uk](http://www.tameside.gov.uk)

email: xxxxxxxxx@tameside.gov.uk

Doc Ref  
Ask for  
Direct Line           **0161 342**  
Date

Dear.....

The Directorate for People's Services are to commence a 4 week consultation process to look at some proposed changes to the way in which our Community Response Service holds customers house keys.

The Community Response Service currently holds keys for customers who do not have a key safe, Keys are stored in alarm stations throughout the Borough.

Changes to the current key holding procedures need to be considered as space within the alarm stations is limited and the cost of maintaining the alarm stations is increasing at significant cost to the Council.

We are considering moving away from the current way in which we hold customers keys to customers purchasing and fitting a key safe to their property. A key safe allows only authorised persons to gain entry to the property if necessary in an emergency and can be a speedier response than collecting a key from an alarm station nearby.

We are proposing to change the current procedure for the Council holding customers property keys, to one where customers purchase and fit a key safe to their property. This would be at an estimated cost to the customer of £70.

We would very much like to hear your thoughts and comments on our proposals by (date).....

### **Tell us what you think**

To help us make decisions on how to deliver a charge for the Community Response Service we need your views and comments. By filling in the enclosed questionnaire you can give us your views and feedback about your current service and the proposed changes. Please try to answer all the questions as this will help us get a better understanding of your views on the proposals.

All the information you send to us will be treated anonymously and will only be used for the consultation. However if you disclose that you or someone else is at risk of harm we have a duty to assess this and may need to contact you or other relevant persons.

If you chose not to take part or not to answer the questions this will not affect the service you receive from us.

The consultation will run from.....to.....

If you have any questions or require any further information regarding the consultation exercise, including requesting information in a different format please contact our service on 0161 342 5100. This will be available Monday to Friday from 9am-4pm.

The results of the survey will be available shortly after the consultation completion date should you require a copy please let us know.

Thank you for your time in completing the questionnaire and helping Tameside Metropolitan Borough Council to improve the service we provide.

Yours sincerely

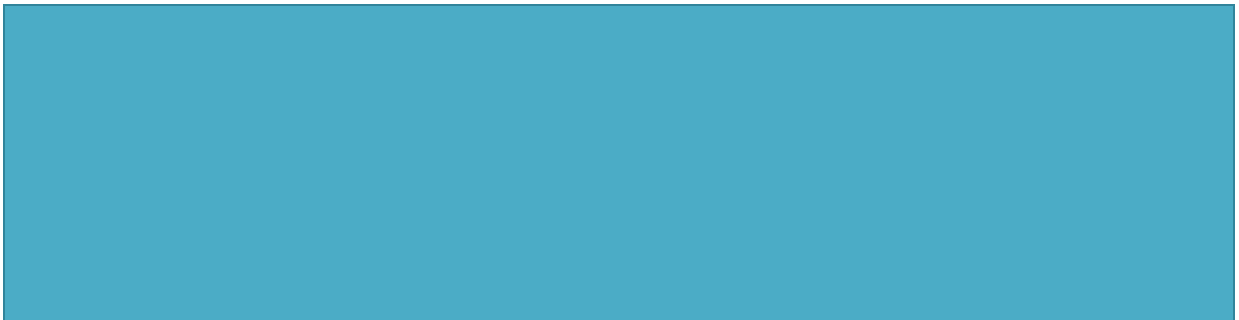
Customer Questionnaire Key safe



**Community Response Service Alarm Consultation**



Questionnaire 2015



**Q1. About the person answering the questions. Are you.... (please tick one box only)**

- A Customer of the Community Response Service  Carer  other

**Q2. How satisfied are you with your current Community Response service?**

- Very satisfied  Satisfied  Dissatisfied  Very dissatisfied  
 Neither satisfied or dissatisfied

**Q3. How often do you use your community alarm?**

- Frequently  Sometimes  Never

**Q4. For what reason have you MOST used the alarm service?**

- Health emergency  Property repair emergency  Police / Nuisance  
 Other  Personal Care  Never used

**Q5. When/if the mobile warden attended your call how would you describe the way they dealt with your emergency?**

- Very good  Good  Neither good nor poor  
 Poor  Very poor  No answer

**Q6. If customers had to purchase and fit a key safe to their property in the future would you:**

- Purchase and fit a key safe  
 Not purchase and fit a key safe if you have chosen this answer please tell us why in the space below

.....  
.....  
.....

**Q.7 Do you think the proposed changes are fair?**

- Yes  
 No  
 Don't know

**Q.8 Please may we now ask some questions about yourself? (this will be used purely for population information)**

**Are you**

- Female  Male

**Q.9 Do you consider yourself to have a disability**

- Yes  No

**Please tick one of the following boxes**

*I am*

British  
Irish

|                          |             |
|--------------------------|-------------|
| <input type="checkbox"/> | Pakistan    |
| <input type="checkbox"/> | Bangladeshi |

|                          |
|--------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |

|                            |                          |                            |                          |
|----------------------------|--------------------------|----------------------------|--------------------------|
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| Any other mixed background | <input type="checkbox"/> | Chinese                    | <input type="checkbox"/> |
| Indian                     | <input type="checkbox"/> | Any other ethnic group     | <input type="checkbox"/> |

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