

CABINET MEETING – 13 MARCH 2013

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:

Sunderland Telecare Service Contributions Policy

Author(s):

Executive Director Health, Housing and Adult Services

Purpose of Report:

The purpose of the report is to seek Cabinet's approval to introduce a revised Contributions Policy for its Sunderland Telecare Service. The Policy proposes to:

1. Increase the number of customers that will pay for the discretionary Telecare Service, where they do not have eligible social care needs and a Personal Budget in place to meet these.
2. Give customers that have a Personal Budget in place the option of including the Sunderland Telecare Service within the services funded from this budget, with a financial assessment used to determine their overall contribution in line with the councils Contributions Policy for Social care provided through Personalisation.

Description of Decision:

Cabinet is requested to approve a revised Contributions Policy for the Sunderland Telecare Service as set out in the report, to be implemented from 1st April 2013

Is the decision consistent with the Budget/Policy Framework? **Yes**

If not, Council approval is required to change the Budget/Policy Framework

Suggested reason(s) for Decision:

The introduction of a revised Contributions Policy for the Sunderland Telecare Service is required in order;

- To end the current inequity regarding who pays for the Telecare service, taking account of the vision for personalisation, the principles under which personal budgets and direct payments operate, and Councils Contributions Policy for Social care provided through Personalisation
- To ensure the Sunderland Telecare Service Contributions Policy is fair, transparent, sustainable and easy to understand
- Provide increased income to support ongoing sustainability and investment for the service, taking advantage of relevant legislative changes

Alternative options to be considered and recommended to be rejected:

Not changing the current Telecare Charging Policy is not a viable option as the current policy is not compatible with changes in legislation, personalisation, personal budgets and direct payments and the new ways social care is being provided.

Impacts analysed:

Equality Privacy Sustainability Crime and Disorder

Is this a “Key Decision” as defined in the Constitution? Yes

Is it included in the Forward Plan? Yes

Scrutiny Committee

REPORT BY THE EXECUTIVE DIRECTOR OF HEALTH, HOUSING AND ADULT SERVICES**SUNDERLAND TELECARE SERVICE CONTRIBUTIONS POLICY****1. Purpose of the report**

- 1.1 The purpose of the report is to seek Cabinet's approval to introduce a revised Contributions Policy for the Sunderland Telecare Service. The Policy proposes to:
- Increase the number of customers that will pay for the discretionary Telecare Service, where they do not have eligible social care needs and a Personal Budget in place to meet these
 - Give customers that have a Personal Budget in place the option of including the Sunderland Telecare Service within the services funded from this budget, with a financial assessment used to determine their overall contribution in line with the councils Contributions Policy for Social care provided through Personalisation

2. Description of Decision

- 2.1 Cabinet is requested to approve a revised Contributions Policy for the Sunderland Telecare Service, as set out in the report, to be implemented from 1st April 2013.

3. Background

- 3.1 In 2007 following a fundamental review of the Councils Care Alarm Service Sunderland Telecare was created. Previously the Care Alarm Service had been established in 1983 as part of the Council's Housing Service. In March 2001, following the transfer of the Council's Housing stock to Sunderland Housing Group, the Care Alarm Service transferred to Social Services, as part of a process of creating a single gateway, through which vulnerable people could access the services they needed to remain independent. The service became known as Sunderland Telecare.
- 3.2 Telecare is characterised by continuous, automatic and remote monitoring to manage the risks associated with independent living. Examples include sensors that can detect movement, falls, and bed occupancy.
- 3.3 The way that Telecare services are delivered varies significantly across the country. Some Local Authorities do not have a service at all, whilst some Telecare services do not offer a response service, opting for contacting the next of kin or ambulance service when a problem arises. Sunderland Telecare offers both equipment and response services involving trained social care workers, who can respond to alarms; thus adding value to the individual and their family. Equally the way that charges for the service are applied varies enormously. See appendix 2 for information about charges that are applied for Telecare Services in the North East of England

- 3.4 Sunderland Telecare was identified as an area of strength in the Care Quality Commission (CQC) Inspection of HHAS in 2010. However, the Inspection also questioned whether the service was sufficiently focused on supporting those individuals who most needed support in the city through specialist devices, as opposed to the existing significant “blanket” coverage across the city.

4. Policy Context

National Agenda for change

- 4.1 A number of key documents demonstrate that Assistive Technology has a fundamental and innovative role to play in addressing the prevention agenda, promotion of independence and choice and control, including:
- 4.2 **Independence, Wellbeing and Choice: Our vision for the future social care for adults in England (March 2005)** demonstrates how Assistive Technology has huge potential to support individuals at home, and to complement traditional care. It can give carers more personal freedom and more time to concentrate on the human aspects of care and support and will make a contribution to meeting potential shortfalls in the workforce.
- 4.3 **White Paper: Our Health, Our Care, Our Say: a new direction for community services (Jan 2006)**. The White Paper highlighted the contribution Telecare and other assistive technologies can make in helping people retain their independence and improve their quality of life.
- 4.4 **Putting People First (2007)** highlighted: ‘Person centred planning and self-directed support are to become mainstream and define individually tailored support packages. Assistive Technology is to be viewed as integral not marginal’.
- 4.5 **Think Local, Act Personal: a sector-wide commitment to moving forward with personalisation and community-based support (January 2011)** emphasises the importance of supporting prevention and avoiding crisis admissions to hospital and other high cost services by combining health and social care Personal Budgets, crisis support, equipment, adaptations, Reablement and the better use of housing opportunities.
- 4.6 **3 million lives**. The Department of Health (DH) believes that at least three million people with long term conditions and/or social care needs could benefit from the use of Telehealth and Telecare services. Implemented effectively as part of a whole system redesign of care, Telehealth and Telecare can alleviate pressure on long term NHS costs and improve people's quality of life through better self-care in the home setting.
- 4.7 **The Local Authority Circular (DH) (2010) 6: Local Authority Circular on the Personal Care at Home Act 2010 and Charging for Reablement** states in future, hospitals will be responsible for arranging and paying for aftercare, including any Reablement, for the first 30 days following discharge from hospital. 2011/12 will be a transitional year as we move towards that goal, and local arrangements will need to be in place so that the NHS supports Reablement. Funding will therefore be targeted at supporting effective discharge from hospital. Telecare will be crucial in supporting the delivery of such packages of care.

5. Current Situation

Sunderland Telecare Customers

- 5.1 There are approximately 13,000 homes connected to the Sunderland Telecare service, with just over 19,000 people actually benefiting from the service. The majority of the customers supported are people over the age of 55.
- 5.2 The number of people requiring community based health and social care support and the levels and complexity of those needs is increasing and will continue to increase, as better health outcomes are achieved.
- 5.3 Compared to England the population of Sunderland has a similar proportion of older people. 20% of the population is currently above state pension age (using 60 years for women, 65 years for men – although the former is currently increasing) compared with 19% across England and 20% across the North East. Older people use health and social care services more intensively than any other population group and so the absolute number of older people in Sunderland as well as the percentage of the total population has strong implications for the planning of health and care services.
- 5.4 In Sunderland, it is forecast that the number of older people, 65 years and over, will rise from 46,000 in 2009 to 68,000 in 2030 – an increase of 48%. The number of people in Sunderland aged over 85 years - those with the greatest care needs – will more than double from 5,000 to 11,000 over the same period.
- 5.5 The number of older people that will need some help with daily living is predicted to rise by more than 25% to over 22,400 over the next 15 years, simply because there will be more older people living longer in the city.
- 5.6 This forecast increase in the number of older people means that commissioners will need to consider how the health and social care needs of this growing section of the population will be met.
- 5.7 Telecare can enable people to remain living in their own homes for longer with greater independence, confidence and safety, and in many cases reduce the need for planned care. Although originally focussed on the needs of older people it is now generally recognised as being of benefit across adult, carers and children's services, and can play a key supporting role for all people in everyday life. Telecare is widely recognised as a cost effective solution that can be used as way of helping to support people with more complex care needs, and those that care for them, to have greater choice and control over their own lives, in terms of supporting their decisions on where they wish to live and increasing their levels of independence.

Current Contributions Policy

- 5.8 Sunderland Telecare has broadly operated the same Contributions Policy for the last 13 years. The current Contributions Policy is £3.20 per week unless the person:
- Lives in a Gentoo or other Registered Housing Provider property. These people are classed as being in receipt of what was until April 2011 a Supporting People service
 - Receiving an assessed home care service

5.9 Of the 13,000 connections there are currently 1,100 of those making a £3.20 weekly contribution. The other 11,900 people connected to the service are receiving the service free of charge due to either living in a Registered Provider property or in a minority of cases , being in receipt of an assessed home care service

5.10 The purpose of developing a new Contribution Policy is address the issues outlined above by:

- Making the service fairer in relation to the financial contributions customers are required to make
- Supporting the changes being made to wider social care and social care services – for example the implementation of Personal Budgets for those with eligible social care needs.
- Providing increased income to support ongoing sustainability and investment for the service, taking advantage of relevant legislative changes.

Consultation

5.11 To help shape the future Contributions Policy a public consultation exercise took place between Monday 3rd December 2012 and 10th February 2013. Every Telecare user received a questionnaire which was designed to help the Council understand the impact of reviewing the Contributions Policy. In the case of some of our most vulnerable customers contact was also made with them or with their named next of kin to ensure that the views of people who rely on the service the most were sought. Consultation also took place with key partners such as AgeUK, the Carer’s Centre and Registered Providers of housing

5.12 1691 customers responded to the consultation which equates to 13% of customers. This is an excellent response and makes the information that has been gathered statistically valid.

5.13 Reassuringly around 98% of Telecare customers value the service either because it provides peace of mind for them or their family, it has helped them in an emergency or it is felt to prevent the customers health from deteriorating

5.14 46.47% of Telecare customers report that they have not used the service in the last 2 years i.e. raised an alarm. Nevertheless 58% of customers that have not called the service in the last 2 years felt that a charge for the service is justified

5.15 Of all customers that responded 67.01% felt that the introduction of a charge for all Telecare customers is justified at this time

5.16 Customers were asked “What level of weekly contribution would mean that you would prefer to leave the service instead?” They were given the options of ‘Any contribution at all’, ‘£2.00’, ‘£2.50’, ‘£3.00’, ‘£3.50’, ‘More than £4.00’. The responses are outlined below:

Number of Responses	All those who answered	Percentage of those who answered the questions
Any contribution at all	19.05%	22.00%
£2.00	17.40%	20.10%

£2.50	8.97%	10.36%
£3.00	9.60%	11.09%
£3.50	10.24%	11.83%
More than £4.00	21.33%	24.63%
Did not answer	13.42%	N/A
Total	100%	100%

- 5.17 The client group who use the service the least i.e. those who have not used the service within the last 2 years are those who would be most likely to cease the service if a charge is applied. Of those who have not called the service for 2 years 30% stated they would leave the service if any level of charge is applied, 22% if a £2.00 charge is applied, 10% if a £2.50 charge is applied, 8% if a £3.00 is applied, 21% if more the charge is more than £4.00. Assumptions must be made about the client group that has answered this question. There are currently approximately 4000 properties in Sunderland where a hardwired Community Alarm comes as part of the fixtures and fittings of the property. Many of these alarms are in what could be termed general needs properties and as such may not be being used to support independent living needs
- 5.18 The response group that has not used the service in the last 2 years are more likely to disagree with the proposal to introduce a charge and also more likely to cease to receive the service if a charge is applied. 59 of the 65 consultation responses received where people did not value the service at all were from this group.
- 5.19 Of the response group that said they do not agree that there is justification for introducing a charge at this point in time, 78.16% do not use any other council services to support their independent living needs. This compares with the response group that said they do agree that there is justification for introducing a charge at this point in time, whereby 73% do not use any other council services
- 5.20 7.16% of respondents said that they are in receipt of a Personal Budget or Direct Payments. 12.48% said that they are not in receipt of a Personal Budget or Direct Payments. 80.37% did not answer the question and many people still appear unclear about Personal Budgets. Of the customers that are in receipt of a Personal Budget 70.24% agreed that there is justification for introducing a new charge at this point in time
- 5.21 Of those in receipt of a Personal Budget or Direct Payment over 80% stated that the introduction of a weekly payment for the service would not make them leave the service and 56% would be willing to pay £3 or more

6 The Proposed Contributions Policy

- 6.1 Based on feedback from the consultation it is proposed to introduce a revised Sunderland Telecare Service Contributions Policy. The introduction of a new Contributions Policy is required in order to provide increased income to support ongoing sustainability for the service and to end the current inequity regarding who pays for the Telecare service. The new Policy will also ensure that the service is more focused by withdrawing the service from general needs properties where the equipment is part of the fixtures and fittings rather than as a preventative measure for the resident

- 6.2 A complete version of the Policy can be found in Appendix One of this report. The key elements are outlined below:
- 6.3 All Telecare equipment will continue to be provided free of charge to customers
- 6.4 All customers will ordinarily be expected to contribute towards the monitoring and response elements of the service by making a flat rate contribution equivalent to £12.50 + VAT per month (which equates to £150 + VAT per year or approximately £2.88 + VAT per week). The majority of customers will be exempt from paying VAT due to disability exemptions. Prices will be adjusted at the beginning of each new financial year to reflect inflation and will be linked with Consumer Price Index. The Policy and pricing schedule will be reviewed on an annual basis
- 6.5 During the development of these proposals other contribution options were considered however they did not meet the aim of trying to ensure as many people as possible remain Telecare users. The option proposed above will ensure that the level of usage remains high due to costs being kept low. Levying the contribution at this level would help to ensure that as many people as possible remain with the service and that the council can continue to address the prevention agenda. The consultation results indicated that around 46% of customers are willing to pay more than £2.50 for the service.
- 6.6 National and local benchmarking exercises about levels of Telecare contributions have been considered. These have shown that the charge levied by Councils' vary widely – from being free of charge to £40 per week (Appendix 2 shows the charges that are applied for Telecare services in the North East Region) Other Councils charge both a weekly charge and a charge related to the installing of equipment and/or for the number of pieces of Telecare equipment being used by the customer.
- 6.7 It was not felt appropriate to take this tiered approach at this point in time in Sunderland as it would result in the most vulnerable clients i.e. those with more equipment being charged more. Contributions linked to numbers of call outs made could also discourage customers from requesting help when they needed it. It is felt that a flat rate contribution will encourage continued usage and new take up. This approach will be reviewed on an annual basis.
- 6.8 There are potential exceptions to this flat rate application of the contribution. They are described below:
- Where the customer is receiving Telecare as part of a time limited Reablement package
 - Where the customers states that they cannot afford pay the contribution. A Financial Assessment will take place to confirm whether this is the case
 - Where the customer resides in a house and their partner or a dependent family member already makes a contribution for the service
- 6.9 During the consultation, 60% of customers said that they would prefer to pay their contribution on a monthly basis rather than weekly, quarterly or annually. It is therefore proposed to switch to a monthly collection process of the service
- 6.10 The majority of Sunderland Telecare Service customers do not receive traditional chargeable social care packages and even less currently have a Personal

Budget in place to meet their eligible social care needs. These customers therefore would only make their flat rate contribution

- 6.11 Customers that have been assessed with eligible social care needs and that have a Personal Budget to meet those needs already receive a Financial Assessment to determine what level of contribution they need to make to the cost of their care
- 6.12 Customers that receive a Personal Budget and also receive the Sunderland Telecare Service can choose to make the flat rate contribution themselves or instead request that the Telecare Service be included in the service / support options funded from their existing Personal Budget, providing it contributes to discharging one or more of their eligible care needs.

7. Reasons for the Decision

- 7.1 The introduction of a revised Contributions Policy for the Sunderland Telecare Service is required in order to;
- To end the current inequity regarding who pays for the Telecare service, taking account of the vision for personalisation, the principles under which personal budgets operate and the councils Contributions Policy for Social care provided through Personalisation.
 - To ensure the Sunderland Telecare Service Contributions Policy is , transparent, sustainable and easy to understand
 - Provide increased income to support ongoing sustainability and investment for the service

8. Alternative Options

- 8.1 During the development of the policy proposal the following options were considered:
- Option 1 – Free Telecare service and ongoing service
 - Option 2 – Flat rate charge ordinarily paid by all Telecare users for a discretionary universal service
 - Option 3 - Flat rate charge for the discretionary universal service paid by all Telecare users with those that also receive social care services via a Personal Budget having the option of including Telecare within their Personal Budget
 - Option 4 – Provide the Telecare service as an eligible social care service only rather than as a well being service and / or financially assess all contributions required
 - Option 5 – Charge for Telecare equipment and operate a range of contributions for Telecare services based on the amount of equipment that is supplied

Option 3 was deemed to be the preferred option. It strikes the right balance between increasing the provision and targeting of low level preventative services, which people can choose to pay for themselves whilst also ensuring those who

are most vulnerable are not discouraged from continuing with the service. Giving those customers that have Personal Budgets the option of including this service as part of the services funded from their Personal Budget is one way of minimising this impact as they already have their financial contribution assessed.

9. Relevant Considerations

9.1 Financial Implications / Sunderland Way of Working

Financial modelling has previously been undertaken by the Commercial and Corporate Services Directorate to help determine the level of contributions that were consulted on, and the potential income that would be received for each of these (Detailed in Appendix 3)

If the proposals within this report and adopted there will be a requirement to implement a system that can effectively bill customers and monitor account balances. The Transactional Finance team within the Council have been consulted on these proposals, if this policy is agreed they will be instrumental in taking this activity forwards.

9.2 Risk Analysis

Risk management arrangements in relation to the implementation of the policy have been considered and will be managed through the Health, Housing and Adult Services financial reporting and risk management processes

9.3 Legal Implications

Law & Governance have been consulted over the proposed revised Contributions Policy and consultation process. They have confirmed that the General Power of Competence in Part 1 of the Localism Act 2011 gives the Council the power to provide a range of discretionary services and to levy a range of contributions for these services and that there is now a question over whether the prohibition in previous guidance over the use of Direct Payments for the purchase of local authority services still remains, in view of the wide powers now available to local authorities. They have also confirmed that a contributions policy in the proposed form for Telecare is consistent with the Department of Health's Guidance, Building Telecare in England.

9.4 The Public

All Sunderland Telecare Service customers have been consulted on the proposals. Processes to support the most vulnerable and their next of kin to complete the consultation exercise were put into place

10 Background Papers

10.1 No background papers were relied upon in the preparation of this report.

11 List of Appendices

Appendix 1 – Sunderland Telecare Service Contributions Policy
Appendix 2 – Charges for Telecare in the North East
Appendix 3 – Financial projections

Appendix 1

SUNDERLAND TELECARE SERVICE CONTRIBUTIONS POLICY

1. INTRODUCTION

- 1.1 The General Power of Competence in Part 1 of the Localism Act 2011 gives the council the power to both provide a range of discretionary services and to levy charges/contributions for those services.
- 1.2 The Sunderland Telecare Service is currently provided to a significant number of local residents under this general power. This power is separate to the council's statutory duties to assess and meet customers eligible social care needs.
- 1.3 This policy sets out the contributions policy to be implemented for those customers that choose to continue to use the Sunderland Telecare Service after 1 April 2013. . The policy is compliant with the Department of Health's 'Building Telecare In England' 2005.
- 1.4 This policy is effective from 1 April 2013, and replaces the previous council Charging Policy relating to Telecare (Including Community Care Alarms) that was last updated in 2009).

2. PRINCIPLES

- 2.1 The key principles of the policy are as follows:
 - Make the service fairer in relation to the financial contributions customers are required to make
 - Help sustain the service, given that there have been major changes and reductions to funding streams available from the Government for the service
 - Support the changes being made to wider social care and social care services – for example the implementation of Personal Budgets for those with eligible social care needs

3. SERVICES COVERED BY THE POLICY

- 3.1 This policy only covers the Sunderland Telecare Service provided by Care and Support Sunderland on behalf of the council.

4 CONTRIBUTION LEVEL

- 4.1 All Telecare equipment will continue to be provided free of charge to customers.
- 4.2 All customers will ordinarily be expected to contribute towards the monitoring and response elements of the service by making a flat rate contribution equivalent to £12.50 + VAT per month (approximately £2.88 + VAT per week, or £150 +VAT per annum). Customers who sign a 'Disability Declaration' will be exempt from paying VAT

- The same contribution applies regardless of the amount of equipment / services provided
- Prices will be adjusted at the beginning of each new financial year to reflect inflation and will be linked with Consumer Price Index.

4.3 The potential exceptions to this flat rate application are where the customer;

1. Is receiving the Sunderland Telecare Service as part of time limited reablement package. . The expectation is that this package of services will be provided free of charge for maximum period of 6 weeks,
2. States that they are unable to afford to pay the amount requested. A Financial Assessment will then be undertaken as part of an internal review process to confirm whether the customer should be able to afford this flat rate contribution.
3. Resides in a household where their partner or a dependant family member already makes a contribution towards the Sunderland Telecare Service. Only one contribution will be expected from such households

4.4 In order to ensure equity and fairness in 4.3 (2) when compared to the councils other customers, the financial assessment used will be one outlined in the councils Social Care Contributions Policy. This is derived from the Department of Health's Fairer Charging Guidance (last updated October 2012).

- In such cases the financial assessment will determine the amount that the customer is expected to contribute, if anything
- Unlike the provision of statutory social care services however , the council may exercise its discretion and choose to remove equipment from customers that refuse to make either their flat rate contribution or their financially assessed contribution

5. CONTRIBUTION COLLECTION

5.1 Customers will be issued with an annual invoice detailing their required total annual contribution.

5.2 The customer's contributions will normally be collected in advance, primarily through a calendar monthly direct debit in order to strike a balance between collection costs and processing and preventing customers from otherwise having to make larger though less frequent payments.

- Other payment methods and payment frequencies may be offered depending on the needs of the customer, and at the council's discretion.
- The customer's first contribution may be required to be collected in arrears. This is most likely to be the case at the time these policy revisions come into effect (from 1 April 2013).

6 SUNDERLAND TELECARE CUSTOMERS THAT ALSO RECEIVE A PERSONAL BUDGET FROM THE COUNCIL

- 6.1 The majority of Sunderland Telecare Service customers do not receive traditional social care packages or have a Personal Budget in place to meet eligible social care needs, and therefore would only make their flat rate contribution.
- 6.2 Customers that have been assessed with eligible social care needs and that have a Personal Budget to meet those needs, receive a financial assessment to determine what level of contribution they need to make towards the costs of their care.
- 6.3 Customers that receive a Personal Budget and also the Sunderland Telecare Service, can choose to make the flat rate contribution detailed in 4.2, or instead request that the Telecare Service be included in the service options funded from their existing Personal Budget.
1. If the customers Personal Budget allows for this and it is agreed that the Sunderland Telecare Service contributes to discharging one or more of the customer's eligible needs then this service should be included.
 2. The cost of the service to the customer in such cases would be the same as for those customers that only received the Sunderland Telecare Service.
 3. The customers existing financial assessment would be applied to determine whether they did have to make a higher contribution than they were already making. Such instances would be very unlikely and in any event, could not exceed the level of the flat rate contribution (detailed in 4.2).
- 6.4 Customers that have eligible social care needs and services to meet these needs but that have not yet been assessed for a Personal Budget are will be required to make the flat rate contribution rather than choose 6.3 (1), until such time as they are assessed.
- 6.5 Para 6.3 will also apply in future to new customers that have a Personal Budget and would like the Sunderland Telecare Service including in the service options funded from their existing Personal Budget.

7 PAYMENT OF CONTRIBUTION

- 7.1 Payment of contributions will be requested from the date that the Sunderland Telecare Service commences, or for the existing customers that choose to continue to receive the service, under the terms of this revised contributions policy, from 1 April 2013.

8. REVIEW OF CONTRIBUTION LEVELS

- 8.1 Sunderland City Council will review the flat rate contribution annually. Any changes in these levels will be notified to customers before they are implemented.

Appendix 2

Charges for Telecare in the North East

Council	Basic Telecare cost
Darlington	Basic lifeline and response £4.99 per week (this may reduced to £1.72 per week if the user is eligible for supporting people benefit. Additional sensors are £1.50 per week on top of the cost of the basic lifeline
Durham	<p>£1.50 per week per item up to a maximum of £4.50 for three or more items</p> <p>Under Durham County Council Commissioning policy, customers undergo a financial assessment when being assessed for telecare & they may receive the service free depending on income level. However, all telecare equipment supplied & installed is at 'nil' cost to the customer at the point of assessment (paid for from telecare budget).</p>
Gateshead	£3.97 +VAT weekly charge regardless of the number of devices. May be free to people who are in receipt of housing benefit and who are over 80
Hartlepool	At the current time the unit is free of charge as funding is provided by Supporting People –but under review
Middlesbrough	<p>Middlesbrough went live with a new approach to charging on 1/8/12 They took the decision to charge the one price for all.</p> <ul style="list-style-type: none"> • £3.99 for Community Alarms only • £3.99 for Telecare referrals through FAC - Critical and Substantial • S/P funded for any person on Pension Guaranteed Credit. <p>They are providing the service free for 6 weeks as part of several projects:</p> <ul style="list-style-type: none"> • Discharge from Middlesbrough Intermediate Care Centre • Rapid Response • Hospital discharge project <p>They also charge 58p per week (or £30 per annum) in addition to £3.99 for holding keys through the key safes that they install</p>
Newcastle	<p>3 Band Charging System</p> <p>Gold Plus includes up to an additional five pieces of telecare equipment £ 8.55 per week</p> <p>Gold Service includes two pieces of telecare equipment £6.72 per week</p> <p>Silver service which is £3.33 per week no response is included and</p>

	<p>this is a relay service only, and a reduced rate for over 85's for new customers which is £3.10 per week.</p> <p>For all of the above a financial assessment is applied where the person does not receive housing benefit</p>
North Tyneside	<p>Level 1 - £3.83 per week.</p> <p>A community alarm so clients can contact Care Call and a smoke alarm linked to the Care Call centre.</p> <p>This level of service is intended for people who mainly require peace of mind or have family close by who can help.</p> <p>Level 2 - £6 per week</p> <p>Community alarm and smoke alarm plus one other piece of standard equipment, for example bed sensor, door sensor. Clients are also visited once a month</p> <p>Level 3 - £9 per week</p> <p>Community alarm and smoke alarm plus any other equipment that clients are assessed as needing. If the client has a mobile phone a service called 'm-Care' can also be offered which means assistance can be offered wherever the client is</p>
Northumberland	<p>£6.12 per week for monitoring and equipment</p> <p>Looking to review this charge with a lower charge being introduced for a basic package and a higher charge for users with more complex needs</p>
Redcar & Cleveland	<p>Service free to all customers at the moment however this will change soon.</p> <p>Service delivered by fire service</p>
South Tyneside	<p>3 band charging system</p> <p>Bronze (Basic Community Alarm) – Monitoring and response £4.69 (Monitoring only (£2.50))</p> <p>Silver (Basic + up to 2 Telecare items) - £7.19 (Monitoring and response only)</p> <p>Gold (Basic + 3 or more Telecare items) - £8.99 (Monitoring and Response only)</p>
Stockton	<p>£3.70 per week plus VAT</p> <p>50p per week for holding keys</p>

