

Contact Name: *Melanie Stephens*

Tel No: *023 8028 5588*

E-mail: *melanie.stephens@nfdc.gov.uk*

Date: *20 May 2014*

NOTIFICATION OF PORTFOLIO HOLDER DECISIONS

On 19 May 2014, Cllr Mrs J L Cleary, the Housing and Communities Portfolio Holder, made the following decision. Any member of the Council, who is not a Portfolio Holder, who considers that any decision should be reviewed should give notice to the Monitoring Officer (Grainne O'Rourke) (in writing or by e-mail) to be received **ON OR BY 5.15 P.M. ON TUESDAY, 27 MAY 2014.**

Details of the documents the Portfolio Holder considered are attached.

DECISION: To amend the current fees and charges structure for community alarms and telecare for the 2014/2015 financial year.

REASONS: See report

ANY ALTERNATIVE OPTIONS CONSIDERED AND REJECTED: See report

CONFLICTS OF INTEREST DECLARED: None

For Further Information Please Contact:

James Knight
Civil Contingencies and CCTV Manager
Tel: 023 8028 5588
E-mail: [james.knight @nfdc.gov.uk](mailto:james.knight@nfdc.gov.uk)

HOUSING AND COMMUNITIES - PORTFOLIO HOLDER DECISION

COMMUNITY ALARM AND TELECARE FEES AND CHARGES

1. INTRODUCTION

- 1.1 As part of the review of the Community Alarms Service, a Portfolio holder decision is needed to make amendments to the current fees and charges structure for community alarms for the 2014/15 financial year.

2. BACKGROUND

- 2.1 There are two main elements to the pricing changes. Last year's council decision to combine the CCTV and Community Alarm services included suggested initial changes to the pricing structure, including charging for additional equipment and installation fees. These charges have been reviewed and considered as part of the review of the service. The proposed amended fees and charges are attached as Appendix 1.
- 2.2 The second element relates to weekly charges for the rental, monitoring and maintenance of all community alarm equipment. The weekly charges were not increased in 2013 and recent market analysis shows us to be at the lower end in terms of price comparison.

3. POLICY CONSIDERATIONS

- 3.1 The decision over fees and charges has to be made within the constraints of the overall financial framework and the medium term financial plan. At the same time decision making regarding these charges needs to be made to reflect a "commercial" environment where there is a need to react swiftly and proactively to changing market conditions. As a result the power to agree fees and charges or to make formal arrangements for the setting of fees and charges within a Portfolio is delegated to the Portfolio Holder.

The pricing chart shown in Appendix 1 shows a weekly charge for peripheral telecare. This fee is calculated by recouping the cost of the equipment to NFDC within one year by charging the relevant rate to the customer weekly. It would be beneficial to the service if this pricing policy was recognised as sufficient across the board, meaning any new equipment that is provided has a clear pricing point upon introduction, subject to consultation with the Portfolio Holder.

4 CONSULTATION UNDERTAKEN

- 4.1 The Head of Service has implemented consultation procedures as appropriate for the various fees and charges applicable and the Portfolio Holder, in making the final decision, will have due regard to any issues which have emerged from consultation. In this case some market comparison has been undertaken.

5. FINANCIAL IMPLICATIONS

- 5.1 The introduction of a formula when pricing new products will allow the service to respond quickly to innovation and new products in the market place.

5.2 Any financial implications have been or will be reported as part of the ongoing Portfolio Plan and budgetary control process. These charges will be agreed with the Portfolio Holder on a regular basis during the year to meet the needs of the service and to make them competitive in the changing market.

6. ENVIRONMENTAL IMPLICATIONS

6.1 None

7. CRIME & DISORDER IMPLICATIONS

7.1 There are products on the market which could be made available to victims of Domestic Violence and other threats. These are being considered and as such will have a positive effect on the prevention of Crime and Disorder.

8. EQUALITY & DIVERSITY IMPLICATIONS

8.1 The recipients of this service are often vulnerable and the provision of these alarms has a positive impact on these issues.

9. RECOMMENDATIONS

9.1 That the fees and charges in Appendix 1 are agreed.

I agree the recommendation

JILL CLEARY

**Councillor Jill Cleary
Housing and Communities Portfolio Holder**

Date 19 May 2014

Date Notice of Decision Given 20 May 2014

Last Date for Call in – 27 May 2014

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**COMMUNITY ALARM SERVICE
COST PROPOSALS**

EQUIPMENT PROVISION & MAINTENANCE:	2012 / 2013 CHARGES	CHARGES AGREED BY CABINET (JULY 13) PRIOR TO CURRENT REVIEW	REVISED PROPOSALS JUNE 2014	APPLICABLE TO:
Purchased Alarms	£145.00	£160.00	£145.00	NEW CUSTOMERS ONLY
Lifeline Rental, Monitoring and Maintenance	£3.04 p.w.	N/A	£3.25 p.w.	ALL
Lifeline Monitoring and Maintenance	£1.43 p.w.	N/A	£1.53 p.w.	ALL
Standard Alarm Installation from 01.05.14	N/A	£25.00	£25.00	NEW CUSTOMERS ONLY
Call-out fee (<i>in the event of malicious or negligent damage/misuse</i>)	N/A	£80.00	£80.00	ALL
Same-day Installation (<i>urgent referrals</i>)	N/A	£100.00	£50.00	NEW CUSTOMERS ONLY
Additional pendants (<i>only the monitoring value charged currently</i>)	£0.50	£0.65	£0.65	ALL
Lost Pendants. (<i>Currently, only the replacement cost of the pendant is recovered, if not found after 4 weeks.</i>)	£49.95	£75.00	£65.00	ALL
Call-out fee for installation of additional sensors (<i>added to existing alarm equipment</i>)	N/A	£15.00	£15.00	ALL
Equipment Collection charge (<i>i.e. client/support network unable/unwilling to return equipment to local NFDC office upon service cancellation</i>)	N/A	£25.00	£25.00	ALL
ADDITIONAL SENSORS* - WEEKLY RENTAL COSTS (TELECARE LINKED TO ALARM MONITORING):				
SMOKE DETECTOR	N/A	£1.00 p.w.	£0.80 p.w.	ALL
TEMPERATURE EXTREMES SENSOR (HEAT DETECTOR)	N/A	£1.20 p.w.	£1.05 p.w.	ALL
FLOOD DETECTOR	N/A	£1.40 p.w.	£1.30 p.w.	ALL
CARBON MONOXIDE DETECTOR	N/A	£1.60 p.w.	£1.55 p.w.	ALL
EPILEPSY SENSOR **	N/A	£4.00 p.w.	£2.70 p.w.	ALL
ENURESIS SENSOR (<i>requires reattendance due to battery life</i>) **	N/A	£2.00 p.w.	£1.25 p.w.	ALL
SAFE SOCKET	N/A	£0.50 p.w.	£0.30 p.w.	ALL
REPLACEMENT COSTS FOR NON-RETURNED EQUIPMENT UPON CANCELLATION OF SERVICE: FOR ITEMS NOT SPECIFIED BELOW, SEE ABOVE				
Alarm unit power supply cable	£25.00	£25.00	£25.00	ALL
Telephone adaptor for alarm unit	£5.00	£5.00	£5.00	ALL
BT cable	£9.00	£9.00	£9.00	ALL
ADSL filter	£8.00	£8.00	£8.00	ALL

* Any new products provided by the Community Alarm service will be priced (As Above) for additional sensors. The weekly charge will recover the outlay cost to NFDC within 1 year. ** Charge will recover the outlay cost within 2 years