

PORTFOLIO HOLDER DECISION

PORTFOLIO: HOUSING AND COMMUNITIES

2017 - 2018 FEES & CHARGES - COMMUNITY ALARMS AND TELECARE

1. ITEM FOR DECISION

As part of the annual review of budgets, decisions are required to agree any non-statutory fees and charges for the forthcoming financial year.

2. POLICY FRAMEWORK

The decisions over fees and charges have to be within the constraints of the overall financial framework and the medium term financial plan. At the same time decision making regarding these needs to reflect a 'commercial' environment where there is a need to react swiftly and proactively to changing conditions. As a result 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.

3. CONSULTATION UNDERTAKEN

The Service Manager has implemented consultation procedures as appropriate for the various fees and charges applicable and the Portfolio Holder has been involved in the process or been notified of the outcome.

The Portfolio Holder decision has due regard to any issues which have emerged from consultation.

4. OPERATIONAL IMPLICATIONS

The current charges were introduced in 2016 and these proposed changes would take effect from 1st April 2017

Additional resources have been deployed to cope with high volume call times, which has seen an improvement in response times in keeping with industry standards

The Community Alarm service is therefore fully accredited by the Telecare Services Association for delivery of alarm monitoring and installation of equipment.

The increase in additional staffing costs will be offset by the increase in some charges, where possible changes have remained the same as previous years.

5. FINANCIAL IMPLICATIONS

Any financial implications will have been or will be reported as part of the ongoing Portfolio Plan and budgetary control.

6. ENVIRONMENTAL, CRIME & DISORDER AND EQUALITY & DIVERSITY IMPLICATIONS

There are no implications arising directly as a result of this decision. Any impacts as a result of altered service delivery outcomes would have been reflected as part of the Portfolio Plan and budget setting processes.

7. CONFLICTS OF INTEREST DECLARED: None

8. RECOMMENDATION

That the fees and charges attached be agreed and adopted from the dates shown.

Portfolio Holder's endorsement: I agree the recommendation

SIGNED:	CLLR J CLEARY
Date:	<u>17 JANUARY 2017</u>
Date Notice of Decision given:	<u>18 January 2017</u>
Last Day for call-in:	<u>25 January 2017</u>

For Further Information Please Contact:

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**COMMUNITY ALARM SERVICE
COST PROPOSALS**

EQUIPMENT PROVISION & MAINTENANCE:	2014 Charges (Not including VAT)	2016 Charges (Not including VAT)	2017 Proposed Charges (Not including VAT)	APPLICABLE TO:
Purchased Alarms	£145.00	£145.00	£145.00	NEW CUSTOMERS ONLY
Lifeline Rental, Monitoring and Maintenance	£3.25 p.w.	£3.45 p.w.	£3.55 p.w.	ALL
Lifeline Monitoring and Maintenance	£1.53 p.w.	£1.73 p.w.	£1.78 p.w.	ALL
Standard Alarm Installation	£25.00	£30.00	£30.00	NEW CUSTOMERS ONLY
Call-out fee (<i>in the event of malicious or negligent damage/misuse</i>)	£80.00	£80.00	£80.00	ALL
Same-day Installation (<i>urgent referrals</i>)	£50.00	£50.00	£50.00	NEW CUSTOMERS ONLY
Additional pendants (<i>only the monitoring value charged currently</i>)	£0.65	£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>)	£65:00	£65:00	£65:00	ALL
Call-out fee for installation of additional sensors (<i>added to existing alarm equipment</i>)	£15.00	£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>)	£25.00	£25.00	£25.00	ALL
ADDITIONAL SENSORS* - WEEKLY RENTAL COSTS (TELECARE LINKED TO ALARM MONITORING):				
SMOKE DETECTOR	£0.80 p.w.	£0.80 p.w.	£0.80 p.w.	ALL
TEMPERATURE EXTREMES SENSOR (HEAT DETECTOR)	£1.05 p.w.	£1.05 p.w.	£1.05 p.w.	ALL
FLOOD DETECTOR	£1.30 p.w.	£1.30 p.w.	£1.30 p.w.	ALL
CARBON MONOXIDE DETECTOR	£1.55 p.w.	£1.55 p.w.	£1.55 p.w.	ALL
EPILEPSY SENSOR **	£2.70 p.w.	£2.70 p.w.	£2.70 p.w.	ALL
ENURESIS SENSOR (requires reattendance due to battery life) **	£1.25 p.w.	£1.25 p.w.	£1.25 p.w.	ALL
SAFE SOCKET	£0.30 p.w.	£0.30 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