

COMMUNITY AFFAIRS PORTFOLIO HOLDER DECISION: FEBRUARY 2018

2018 - 2019 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 2017 and these proposed changes would take effect from 1 April 2018

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 Diane Andrews*

Date: 21 February 2018

Date Notice of Decision given: 21 February 2018

Last Day for call-in: 28 February 2018

For Further Information Please Contact:

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Proposed Community Alarms Charges 2018/2019

Item Description:	2016/17 Fees and Charges (Exc VAT)	Prop Fees & charges 2018/19 (Exc VAT)
Purchased Alarms	£145.00	£145.00
Standard Community Alarm Rental , Monitoring and Maintenance	£3.55/week	£3.65/week
Community Alarm (Purchase or Donation) Monitoring and Maintenance	£1.78/week	£1.85/week
Standard Alarm non urgent Installation	£30.00	£35.00
Standard non urgent Installation requested within 48 hours	£50.00	£50.00
Urgent Installation (within 48 hours) – <i>When the installation is required to support a hospital or care home discharge or imminent collapse of a formal care package</i>	£50.00	£35.00
Standard non urgent or urgent donation alarm installation	£30.00	£15.00
Call-out fee (<i>in the event of malicious or negligent damage/misuse</i>)	£80.00	£85.00
Additional alarm pendants (<i>MyAmie</i>)	£0.65/week	£0.67/week
Lost Pendants. (<i>Standard call out in all cases and replacement cost of the pendant if not found after 4 weeks.</i>)	£15:00 callout for reprogramming + £50.00 replacement cost	£15.50 callout for reprogramming + £50.00 replacement cost
Call-out fee for installation and programming of additional sensors (<i>added to existing alarm equipment</i>)	£15.00	£15.00
Equipment collection charge (<i>client/support network unable/unwilling to return equipment upon cancellation</i>)	£25.00	£25.00
ID Wristband (<i>wristband only customers</i>)	£24.00 Annual fee	£25.00 annual fee
ID Wristband (<i>new and existing customers who have an alarm and wristband</i>)	£0.45/week	£0.47/week

Rental charges for additional telecare sensors linking to alarm monitoring: (A former telecare customer not charged for original installation – but becomes chargeable if replacement item required).		
Fall detector (Of any kind, includes iVi and Vibby)	£1.30/week	No price increase for equipment
Smoke detector	£0.80/week	No price increase for equipment
Heat detector	£1.05/week	No price increase for equipment
Flood detector	£1.30/week	No price increase for equipment
Carbon monoxide detector	£1.55/week	No price increase for equipment
Epilepsy sensor	£2.70/week	No price increase for equipment
Enuresis sensor	£1.25/week	No price increase for equipment
Big Button Telephone	£1.80/MONTH or £21.99 Purchase	No price increase for equipment
2 Meter Multi Socket	£4.99 Purchase only	No price increase for equipment
5 Meter Multi Socket	£5.75 Purchase only	No price increase for equipment
Safe socket	£0.30/week	No price increase for equipment
Replacement costs for non-returned equipment upon cancellation		
Community alarm (400, Connect, Vi or Reach)	£145.00	No increase
Pendant (My Amie or Tynetec boot)	£50.00	No increase
iVi or Vibby fall detector	£100.00	No increase
ID wristband	£5.00	No increase
Alarm unit power supply cable	£25.00	No increase
Telephone adaptor for alarm unit	£5.00	No increase
BT cable	£9.00	No increase
ADSL filter	£8.00	No increase
Safe socket	£10.00	No increase