Fairer Charging Phase 2: Telecare Charging: Appendix C

Telecare and Community Alarm System Charges

Benchmarking against other Local Authorities – November 2011

Details of weekly charges levied by other authorities for Telecare and/or Community Alarm Systems (website research). Most local authorities state that charges are for Telecare service (not equipment) and can be included within package of services for community care assessment and financial assessment. Although it's not made clear on many websites, the assumption has been made that all charges shown are excluding VAT.

Central Bedfordshire Comparator Group

West Cheshire	Charge dependent on financial circumstances
Bedford	Telecare - **Free of charge**
	Community Alarm **£3.50** per week (basic service) **£5.00** per week (includes mobile response service)
East Cheshire	**£1.14** per week
Warrington	Website states "costs less than the cost of a daily newspaper" (community alarm) + initial installation charge
Stockport	Up to maximum of **£5.19** per week (depending on services and affordability)
Wiltshire	No cost details
South Gloucestershire	**£1.40** per week (community alarm)
Solihull	Charge subject to review (community alarm)
Bury	Up to maximum of **£3.35** per week
Swindon	**£4.12** per week
Bath & N. E. Somerset	**£3.60** per week + one off installation charge of **£30.00** (community alarm). If service user is on certain means tested benefits, charge per week is £2.55. Most telecare sensors can be supplied at no extra cost. Also provide stand alone sensors (not linked to community alarm) at hire charge of £1.56 per week per sensor.

Medway	**£4.51** per week + one off installation charge of **£37.77**
West Berkshire	Signposting to external organisations only
Milton Keynes	**£2.94** per week (Telecare), **£3.23** per week (community alarm) + one off installation charge of **£20.83**. Concession if receiving Housing Benefit
Calderdale	**Free of charge**

Neighbouring and Nearby Authorities

Bedford	Telecare - **Free of charge** Community Alarm **£3.50** per week (basic service) **£5.00** per week (includes mobile response service)
Luton	**£2.73** per week
Milton Keynes	**£2.94** per week (Telecare), **£3.23** per week (community alarm) + one off installation charge of **£20.83**. Concession if receiving Housing Benefit
Buckinghamshire CC	**£4.00** per week
North Herts DC	**£4.25** per week (community alarm system). Additional telecare monitors can be supplied free, "subject to Herts CC Adult Care Services Assessment"
Dacorum	Community Alarm **£0.98** per week
Aylesbury	Community Alarm **£2.98** per week
Stevenage	Community Alarm **£3.33** per week (rental, monitoring and response) **£1.82** per week (monitoring only)
Three Rivers	Community Alarm **£2.71** per week
Watford	Community Alarm **£3.52** per week
Welwyn & Hatfield	Community Alarm **£2.08** per week (council tenants) **£3.07** per week (other residents)

East Herts	Community Alarm **£3.46** per week
Northampton BC	Community Alarm **£4.25** per week + **£48.27** installation (inside NBC border) **£4.61** per week + **£59.12** installation (outside NBC border)
Northamptonshire CC	Telecare equipment installed FOC but uses above monitoring service with relevant charges
South Northamptonshire	Community Alarm **£4.64** per week (no visits) + **£40.00** connection fee **£6.33** per week (with visits) + **£40.00** connection fee
South Cambridgeshire	Community Alarm **£3.83** per week or £3.49 per week if on benefits

Other Local Authorities (using data from their websites)

Cumbria CC	Charge varies but is around **£9.00** per week
Nottingham	**£2.85** per week
North Warwicks	First 6 weeks – free of charge and then **£4.50** per week
Worcestershire	**£1.05** per week
Runnymede	**£4.40** per week
Leeds	**£5.05** per week
Coventry	**£10.73** per week
Harrow	Up to maximum of **£4.60** per week