

## Fairer Charging Phase 2: Telecare Charging: Appendix E

### COMMUNITY ALARM AND TELECARE SCHEMES OPERATING IN CENTRAL BEDFORDSHIRE

Name of Scheme	Provider	Description	Cost (per week)	Concessions	Notes
Careline	Central Bedfordshire Council	Community alarm system – base unit and pendant/button. Connected to control centre currently operated by CBC at Furness Avenue site.	£2.63 + VAT	VAT exempt for disability related expenditure	
Lifeline	Aragon Housing Association	Community alarm system (Lifeline unit and pendant/button). Connected to control centre.	As this is no longer offered, Aragon unable to quote exact charge but believe current customer would be paying around £3.80. One respondent to consultation mentioned paying £43.68 per quarter for Lifeline = £3.36 p.w.	VAT exempt for disability related expenditure	No longer offered by Aragon following launch of Community Alarm and Support Service (CASS). Existing customers have option to upgrade to CASS or remain on Lifeline.
Community Alarm and Support Service	Aragon Housing Association	Community alarm system (Lifeline unit and sensors, if applicable) + visit(s) from home support office.	From £4.55 dependent on number of visits	VAT exempt for disability related expenditure	Recently launched by Aragon HA
CBC Telecare	Aragon Housing Association funded by Central Bedfordshire Council	Full range of telecare detectors and sensors, as well as pendant/wrist alarm + base unit. Connected to control centre operated by North Herts District Council (NHDC).	Free of charge with proposal to charge £4.00 + VAT currently under consideration.	N/A	

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Age UK Personal Alarm	Aid Call	Pendant alarm and base unit connected to emergency response centre, who will contact emergency key holders.	Different payment options but Easy-Connect option is initial fee of £49 + VAT then £42.31 + VAT per quarter (approx £3.25 + VAT p.w.)	VAT exempt for disability related expenditure	National service
Checking in at Home	Checking in at Home (London based organisation)	Telephone based service that calls in up to 3 times/day and requests each call be acknowledged. If not acknowledged, raises an alarm with nominated friends/family.	£2.99 + VAT	VAT exempt for disability related expenditure	National service
Call24	Call 24 (Plymouth based)	24 hour monitoring service using a base unit which combines with the customer's telephone to allow them to summon assistance at any time of day or night.	From £3.12 + VAT	VAT exempt for disability related expenditure	National service
Care Connect Me	Care Connect Me	Variety of services ranging from one telephone call a day to check on customer to medicine/insulin reminders and fall response service.	£1 p.w. for 1 call a day to landline or mobile £2 p.w. for 2-6 calls a day to landline £3 p.w. for 2-6 calls a day to mobile		National service