

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

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### 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.

| <b>Central Bedfordshire Comparator Group</b> |  |
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| West Cheshire         | Charge dependent on financial circumstances  |
| Bedford               | Telecare - <b>Free of charge</b><br><br>Community Alarm<br><b>£3.50</b> per week (basic service)<br><b>£5.00</b> per week (includes mobile response service)   |
| East Cheshire         | <b>£1.14</b> per week  |
| Warrington            | Website states "costs less than the cost of a daily newspaper" (community alarm) + initial installation charge   |
| Stockport             | Up to maximum of <b>£5.19</b> per week (depending on services and affordability)   |
| Wiltshire             | No cost details  |
| South Gloucestershire | <b>£1.40</b> per week (community alarm)  |
| Solihull              | Charge subject to review (community alarm)   |
| Bury                  | Up to maximum of <b>£3.35</b> per week   |
| Swindon               | <b>£4.12</b> per week  |
| Bath & N. E. Somerset | <b>£3.60</b> per week + one off installation charge of <b>£30.00</b> (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. |

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

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

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

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| <b>Other Local Authorities (using data from their websites)</b> |
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| Cumbria CC     | Charge varies but is around <b>£9.00</b> per week             |
| Nottingham     | <b>£2.85</b> per week   |
| North Warwicks | First 6 weeks – free of charge and then <b>£4.50</b> per week |
| Worcestershire | <b>£1.05</b> per week   |
| Runnymede      | <b>£4.40</b> per week   |
| Leeds          | <b>£5.05</b> per week   |
| Coventry       | <b>£10.73</b> per week  |
| Harrow         | Up to maximum of <b>£4.60</b> per week                        |