



# Public Consultation

# Telecare charging

November 2016

# Have your say on the proposed introduction of charging for Telecare services

**Please read this information leaflet to find out more about the proposed charges and what this could mean for you. Make sure you have your say by 26 February 2017.**

Telecare is a service that helps to support people to live independently. It gives an additional system of support that Telecare clients and their carers can use to receive emergency support 24 hours a day.

Hackney Council would like you to have your say on proposals to start charging for the Telecare service. While we remain fully committed to providing excellent care services for local people, the current financial context for local councils means we are exploring ways in which to recover some of the costs associated with running Telecare services. We are committed to continuing to fund the service for people who are care eligible (i.e have a social care package) following assessment. For people with lower level needs, we are proposing to ask for a payment towards the service.

We are therefore asking Telecare clients, carers, people employed in health and social care and the wider public to comment on the proposals to start charging for the Telecare service.

## How does the Telecare service currently work?

Telecare devices enable people to call for assistance when they have a problem. Some equipment can generate automatic alerts in the event of particular issues arising such as a flood or gas leak. These calls or alerts are passed straight through to a call monitoring service, where trained staff can talk to Telecare clients and establish what support is needed. If assistance is required following a call, some users have friends or family who can be contacted, and others prefer to use the Telecare response service, which is operated on a 24 hour basis, and can visit Telecare clients at home to check their wellbeing.

**Telecare has a number of benefits including:**

- Ensuring that somebody can summon help in an emergency
- Helping a person to remain living at home with increased independence
- Reassuring family and carers that a service user can access help quickly in an emergency.

## What changes are proposed?

Hackney Council is proposing to introduce a charge for Telecare of £5.50 a week, with a reduced rate of £2 per week for clients who receive Pension Credit. This charge would apply to both existing and new users of Telecare.

The reduced charge is proposed because we appreciate that the majority of Telecare clients are older people, and may be less able to pay a full charge.

Residents who receive a package of care from Hackney Council would be excluded from the proposed changes to the Telecare service, and would not need to pay a charge.

We are also proposing that, for **new users only**, a one off start-up fee of £25 will apply.

New users who are being discharged home from hospital would have a free 6 week trial of the service as part of the proposals.

We are also consulting on whether we should extend the reduced charge of £2 per week to Telecare users in receipt of other benefits.

## Key features of the charging proposal:

- The charge would be the same no matter how many pieces of equipment are installed in a household
- The charge would be the same no matter how little or often the alarm system is triggered
- If more than one person in the same household uses the service, there will be only one charge
- All Telecare equipment remains the property of the Council
- The charge will be reviewed annually when the Council sets its budget, fees and charges.

If the Council decides to introduce a charge, everyone affected will be notified in writing, and given information on how to pay and the amount they will be expected to pay.

## Why are you proposing to introduce a charge for the Telecare service?

In 2016/17, Hackney Council must work with £110m less a year than in 2010, while rising costs and increased demand for services have added a further £42m of expenditure for the Council to find each year. These Central Government funding restrictions mean that the Council has been looking at alternative ways to recover some of the costs of running some services. One of the options is to introduce charges for some of the services that were previously free.

Hackney is currently one of only two London boroughs that do not charge any residents for the Telecare service. The typical charge for Telecare services in other boroughs ranges from £1.50 to £12 per week. Introducing a charge in Hackney would bring the borough in line with other areas in London and help us to recover some of the costs associated with running the Telecare service, allowing us to sustain and develop the service. If the proposed charge is introduced, and all users paid the relevant charge, it is estimated that the Council could recover £360,000 of the £611,000 a year it costs to run the Telecare service.

## Why am I being consulted?

Before making any changes, Hackney Council wants to know your views on how this could affect you and the people you know, so we can further understand the impact any potential changes could have on people who use the service.


## Have your say

- Return your completed questionnaire using the envelope provided by **26 February 2017**.
- Online at [www.hackney.gov.uk/telecare](http://www.hackney.gov.uk/telecare)
- Visit Hackney Service Centre Monday-Friday between 9am-5pm if you require assistance in filling out the questionnaire
- At one of the following public meetings on:

△ **Monday 5 December 2016** at 11am – 1pm at St Joseph's Hospice, Mare Street, E8 4SA


△ **Friday 16 December 2016** at 1 – 3pm at the Hackney Learning Trust, 1 Reading Lane, E8 1GQ

△ **Thursday 12 January 2017** at 4 – 6pm at Homerton Library, Homerton High Street, E9 6AS

 If you require an easy-read version of the consultation, or have any access issues for the public meetings please call **0208 356 5110**. This phone number is not always staffed, but a team member will return your call. You can also e-mail [telecare.consultation@hackney.gov.uk](mailto:telecare.consultation@hackney.gov.uk).

If you are a tenant in a supported housing scheme, you can also have your say on the proposed changes to the Telecare service in separate meetings hosted at housing schemes across the borough. These will be advertised on posters in communal areas in your scheme.

# How will I know the outcome of the consultation?

 All responses to the consultation will be analysed and then published on the Hackney Council website at [www.hackney.gov.uk/telecare](http://www.hackney.gov.uk/telecare). If any changes are made to the Telecare service, affected clients will be notified in writing.

## Telecare consultation Frequently Asked Questions

### 1. Why have I received this letter?

Our records indicate that you are a Telecare user. We want to invite all service users to be involved in the consultation to hear your views.

### 2. How do I know if I receive a social care package?

This means that you have been assessed by adult social care services as needing long-term support.

### 3. Are you speaking to other people?

Yes, we are inviting a range of people to be involved in the consultation, including social care professionals who refer for Telecare, and carers and community groups who work with older and disabled people.

### 4. Can somebody complete the survey on my behalf?

Yes, if a friend/family member/carer is able to assist you in completing the survey, this is very helpful. Alternatively, if you would like to visit Hackney Service Centre (1 Hillman Street, E8 1DY) a Customer Service colleague will be happy to assist.

### 5. Can anybody else be involved in the consultation?

Yes, the consultation survey is open to all Hackney residents, and we encourage a range of people to participate.

### 6. Will I be charged for my Telecare equipment at home?

No, the proposed charge applies to the service which includes the call monitoring, and emergency response service. The cost of Telecare equipment is paid for by the Council and NHS for people who live in the community, and by the landlord for people who live in schemes.

## 7. What happens if my equipment does not work?

If where you live has a Scheme Manager, please report a fault to them. If not, please contact our Telecare provider Community Voice on **0844 5617505** and they will be happy to arrange for the testing or repair of your equipment.

## 8. I do not want to continue using my Telecare equipment, what do I do?

Please contact Community Voice on **0844 5617505**. They will discuss the options and can make arrangements for the collection of your equipment and return of your keys, if required.

## 9. Will I need to provide evidence of receiving a package of care from Adult Social Care?

No, details on Adult Social Care packages are kept on the Council's database.

## 10. I think I need more, or different support at home, what should I do?

Please contact the Information and Access team on **0208 356 6262**.

## 11. I want to change my Telecare response, how do I do this?

Please contact Community Voice on **0844 5617505**. They will check your records, and make any necessary changes.

**If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.**

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নিচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান। (Bengali)

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。 (Chinese)

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous. (French)

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Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres. (Polish)

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Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección. (Spanish)

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin. (Turkish)

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