

**Meeting:** Cabinet  
**Date:** 4 March 2024  
**Classification:** Part 1  
**Key Decision:** Yes  
**Title of Report:** **Addendum to Item 10 'Telecare Charging Consultation' following pre-cabinet scrutiny**

**Executive Director:** Mark Harvey, Executive Director (Adults & Communities)  
**Report Author:** Mark Harvey, Executive Director (Adults & Communities)  
**Executive Councillor:** Councillor Daniel Nelson, Cabinet Member for Public Health & Adult Social Care

## **1. Executive Summary**

- 1.1 This report has been produced following comments and feedback provided by the People Scrutiny Committee held on 27 February 2024.
- 1.2 This report is an addendum to item 10 'Telecare Charging Consultation' of the published Cabinet agenda pack of 4 March 2024 to provide further clarity following pre-cabinet scrutiny undertaken by the People Scrutiny Committee at its meeting held on 27 February 2024.

## **2. Recommendations**

### **It is recommended that Cabinet:**

- 2.1 Notes the outcome of the public consultation on the proposed changes to the Authority's recommendation for the introduction of a contributory charge; and
- 2.2 Agrees to implement the recommended changes to the charging arrangements for the Telecare Monitoring Service.
- 2.3 Following the cabinet meeting the results of the consultation will be published on the website and those affected by the charge will be notified by letter.

## **3. Background**

- 3.1 The People Scrutiny Committee at the meeting held on 27 February considered the results of the public consultation and provided comments and feedback by way of pre-cabinet scrutiny.

#### **4. Amendments – from People Scrutiny Committee held on 27 February 2024**

4.1 The People Scrutiny Committee expressed a need for greater clarity on the weekly cost for the full service and requested that this be clarified at the meeting of Cabinet.

4.2 Following on from the comments and concerns raised, Councillor T Cowdrey proposed a recommendation which was seconded by Councillor M O'Connor and subsequently unanimously agreed.

4.3 People Scrutiny Committee recommended that Cabinet:

In relation to 5.3 of the original report:

1. Clarify and outline the range of services available, including the minimum and maximum charges that could be applied to both existing and new users.
2. Clarify the assistance assessment criteria for financial assistance for existing users and new users of the service.

4.4 For ease of reference 5.3 of the original report is summarised below:

*'Consultation responses have indicated that the majority of existing customers feel they would continue to use this service if charges are imposed. However, we are aware that there are some customers who have affordability concerns. A financial assessment will be offered, and they will only contribute to the cost of their care in line with what they are assessed as being able to afford.'*

4.5 In response to the feedback provided by People Scrutiny Committee, this information has been clarified in sections 5 and 6 below for consideration by Cabinet.

#### **5. Clarify and outline the range of services available, including the minimum and maximum charges that could be applied to both existing and new users.**

5.1 The services available under this scheme are split in to two options.

5.1.1 Option one Standard Package £15.39 a month

- UK based phone response team 24 hours a day 365 days a year.
- Medical information stored centrally for emergency use.
- Alarm unit, Pendant and wrist strap.

5.1.2 Option two Falls Package £21.99 a month

- As above.
- Additional fall detecting pendant that can alert and trigger central call support.

5.2 For new users of the system there is a one of £39.99 set up fee.

**6. Clarify the assistance assessment criteria for financial assistance for existing users and new users of the service.**

6.1 For all existing telecare users where additional care act funded services are in place, we will apply the national approach to charging and include the cost of telecare in this. This approach considers income and capital to determine affordability and charging level.

6.2 For those not in receipt of care act funded care and not in need of it we will discuss directly with the individual where they feel they cannot meet the cost of the charging. A risk assessment and discussion about affordability will inform a decision as to the risk to the person should they cease using the service.

6.3 Where appropriate a financial assessment will be undertaken in line with national care act charging processes.

6.4 The Director of Adult Social Care can where appropriate, waive the charge where there is clear evidence of risk to the person and no alternate mitigation available.