

Appendix 1

24th April 2015

Dear

Harrow Helpline and Telecare Services Consultation

As an organisation that supports the interests of customers that may access the Harrow Helpline service, I wish to inform you of an important consultation that Harrow Council is conducting.

Harrow Helpline is a service that links vulnerable people to 24/7 monitoring through its response centre. It is an effective support service that links the customer to the call monitoring centre through the touch of a button. Telecare describes the full range of automatic sensors and other equipment that raise an alarm in an emergency, also at the touch of a button.

Harrow Council is consulting residents and other stakeholders on the following two proposals:

1. To increase the weekly charge for the Helpline Service by either £0.48 or £0.58 for existing Harrow Council residents paying for these services to the Council directly,
2. To introduce charges for new customers for the provision of Telecare sensors and equipment equivalent to the cost of purchasing them.

The consultation commences on 24th April 2015 and ends on 8th June 2015 and can be accessed from the Harrow Council website at www.harrow.gov.uk/helpline by selecting the "consultation" tab. Any views expressed by you in our consultation will be given due regards when the consultation results and the proposals are considered by the Council. This is currently scheduled to take place in July. I am also happy to visit your organisation to discuss the proposals in more detail if this will assist. If you would like to arrange this, please contact my colleague Jeff Chillingworth by email at jeff.chillingworth@harrow.gov.uk or by phone on 020 8736 6475.

Yours faithfully



Service Manager – Access Harrow