

Harrow Helpline and Telecare Consultation

Public Consultation
Important - This Affects You - Please Respond

Appendix 2. Helpline Consultation Questionnaire

Harrow Helpline and Telecare Consultation

Introduction

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 service user to the call monitoring centre through the installation of a base unit and pendant. Help is activated at the touch of a button on the base unit or on a pendant worn around the neck or wrist.

Telecare describes the full range of automatic sensors and other equipment that raise an alarm in an emergency via the base unit or pendant, helping to keep residents safe in all parts of their home. Typically, the following types of equipment are provided through the Telecare Service:

- Fall detectors
- Bed sensors
- Property exit sensors
- Medical prompts
- Smoke detectors
- Epilepsy sensors

The Helpline is currently paid quarterly in advance. Telecare is currently provided free of charge.

Due to the reduction in money received from grants to pay for this service and the fact that the prices for the services have remained unchanged for 5 years despite increases in the costs of providing them, we need to review the funding arrangements for the Helpline and Telecare Services.

The Council has set out its proposals below and is consulting with residents and other stakeholders from 24th April 2015 to 8th June 2015 inclusive to find out their views.

Harlow's Proposals

We have considered the following two options:

1. Whether to cease providing the existing Helpline and Telecare Services, or
2. Continue providing these services but with proposed changes to the prices for receiving them.

As the Helpline and Telecare Services offer security and independence to local residents and their families, it is currently proposed that the services continue.

We are therefore consulting on proposed changes to the prices for providing the services concerned. The existing Helpline Service prices have remained unchanged for 5 years and over that time, the gap between the cost of running the service and the income received for providing it has widened. We have therefore proposed two levels of price increase for consultation. The lower price increase will mean that the difference in income generated between that and the higher price increase will have to be found from within other Helpline Service budgets.

Our proposals, on which this consultation is based, are therefore intended to help address the above issues and are as follows:

1. To increase the weekly charge for the Helpline Service by either £0.48 or £0.58 for existing residents paying for these services.
2. Introduce charges for new customers for the provision of Telecare sensors and equipment equivalent to the cost of purchasing them which is currently as follows:
 - Fall detectors - £75 each
 - Bed sensors - £135 to £215 each dependent upon requirements
 - Property exit sensors - £220 each
 - Medical prompts - £100 to £206 each dependent upon requirements
 - Smoke detectors - £45 each
 - Epilepsy sensors - £280 each

You can also refer to the proposals and comment on these via the Council website at www.harlow.gov.uk.

Who will be affected?

Any Harrow Council resident that currently uses the Helpline Service or that may wish to use the Telecare service in their home in the future may be affected. It is therefore important to have your say.

We are keen to receive views and comments from existing service users, their families, and representatives as well as Harrow Council residents (including organisations) that may not currently use the Helpline and Telecare Services. The information provided will be treated confidentially and used solely by Harrow Council for the purposes of this consultation.

If you wish to participate in this consultation, please complete the questions in this booklet. If you require additional space for your answers, please include a separate sheet of paper with your response.

Copies of the consultation document in large print and other formats may be provided on request. To request this service or seek advice regarding this consultation, please call 020 8736 6475.

Section A – Key Principles of the Proposals

The key principles of our proposals are as follows:

Principle 1: Increase the cost of the Helpline Service to “reduce the gap” between the cost of running the service and the income generated from providing it.

Principle 2: Charge for the cost of sensors and equipment provided through the Telecare service.

Q1. With reference to the 2 key principles shown below please indicate how important these are to you. Please indicate the most important and least important by ticking the box that applies in each case.

Principle 1: Increase the cost of the Helpline Service to “reduce the gap” between the cost of running the service and the income generated from providing it.

Most important

Least important

Principle 2: Charge for the cost of sensors and equipment provided through the Telecare service.

Most important

Least important

Q2. How important is the cost of the Helpline service to you? Please tick the box that best describes your opinion.

Very important

Important

Neutral

Not very important

Unimportant

Please give reasons for your response to Question 2.

Q3. Do you think the Helpline Service price should increase by £0.48 per week or £0.58 per week? (Please tick the relevant box that applies).

£0.48

£0.58

Please give reasons for your answer to question 3.

**Q4. How important is the cost of the Telecare service to you?
(Please tick the box that best describes your opinion).**

<i>Very important</i>	<i>Important</i>	<i>Neutral</i>	<i>Not very important</i>	<i>Unimportant</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give reasons for your response to Question 4.

Q5. Please add any additional comments to support your responses to questions 1, 2, 3 and 4 on our proposed changes or any alternative options you would like us to consider and your reasons.

Q6. Please comment if you feel that our proposed changes will affect particular individuals or groups more than others and if so, how you think we may address these.

Q7. Please provide any other additional comments you wish to make concerning the proposals.

Section B about you (optional): If you are responding on behalf of an organisation, please go to Section C.

Harrow Council has a legal responsibility to promote and advance equality. To help us to do this, it is important that we have a good understanding of our communities, how our services are being accessed and who is using or would like to use our services. With up-to-date and accurate information we are able to:

- Better understand our service users / residents and shape services to meet their specific needs
- Identify and address any barriers / issues individuals may experience when accessing our services (including information about our services)
- Ensure our policies and services are accessible to everyone who uses them

The information will also enable us to monitor our progress with regards to addressing inequality and allow our employees and service users to see how we are performing on equality.

Data Protection – it is your choice whether you provide this information. Your replies will not be used in a way that identifies you. However they will help us to understand how community needs may vary and help us to make informed decisions on how we develop our services and target resources.

1. **Do you live in the Harrow Council area?** (Please tick the box that applies)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

2. **Do you currently receive either of the following services from Harrow Council?** (Please tick the boxes that apply)

Helpline		Telecare	
Yes	No	Yes	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Age - What is your age group?

Under 16

16 – 24 years

25 – 44 years

45 – 64 years

65 & over

4. Disability – Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months?

No

Yes, affecting mobility

Yes, affecting hearing

Yes, affecting vision

Yes, a learning disability

Yes, mental ill-health

Yes, another form of disability,
please specify

5. Ethnic origin - What is your ethnic origin?

Asian or Asian British

Afghani

Bangladeshi

Chinese

Indian

Pakistani

Sri Lankan

Any other Asian background
– please specify

Black or Black British

African

Caribbean

Somali

Any other Black background –
please specify

Mixed background

White and Black African

White and Black Caribbean

White and Asian

Any other mixed background –
please specify

Other ethnic background

Arab

Iranian

Any other Ethnic group – please
specify

White or White British

Albanian	<input type="checkbox"/>	English	<input type="checkbox"/>
Gypsy / Irish Traveller	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Polish	<input type="checkbox"/>	Romanian	<input type="checkbox"/>
Scottish	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
Any other White background - please specify	<input type="text"/>		

6. Religion and belief - What is your religion?

Buddhism	<input type="checkbox"/>	Judaism	<input type="checkbox"/>
Christianity (all denominations)	<input type="checkbox"/>	Sikhism	<input type="checkbox"/>
Hinduism	<input type="checkbox"/>	Zoroastrian	<input type="checkbox"/>
Islam	<input type="checkbox"/>	No religion / Atheist	<input type="checkbox"/>
Jainism	<input type="checkbox"/>		
Other -please specify	<input type="text"/>		

7. Sex - Are you?

Male Female

Is your gender identity the same as the gender you were assigned at birth?

Yes No

8. Marriage or Civil Partnership

Are you married	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you in a Civil Partnership	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

9. Pregnancy and Maternity

Have you been pregnant and / or on maternity leave during the past two years?

Yes No

10. Sexual orientation - What is your sexual orientation?

Bisexual	<input type="checkbox"/>	Gay Man	<input type="checkbox"/>
Gay Woman / Lesbian	<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>
Other – Please specify	<input type="text"/>		

Section C About your Organisation (optional)

Appendix 2: Harrow Consultation Questionnaire

Are you responding to this consultation in your capacity as a representative of any of the following:

Voluntary Organisation	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Housing Association	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Landlord	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Other	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Please tell us your details:

Name:

Address:

.....

Email:

Telephone number/s:

Consultation Closing Date

Questionnaires must be returned by no later than **Monday 8th June 2015**. Please return your completed questionnaire using the freepost envelope provided for this questionnaire or by completing the online questionnaire on the Harrow Council website at www.harrow.gov.uk.

Thank you for taking part in this consultation.

What happens next?

The information from this consultation will be used by Harrow Council to assist in making its decision concerning the proposals. The results from the consultation will be published later this year on our website. The decision on the proposals is scheduled to be made by the Council in July 2015.

Print & layout by Wiseworks (Harrow Council) 020 8863 8704