

ANNEXE 2

Careline Services Compared Borough and District Services in Surrey

1. In the late 1980s the Borough and District Housing Services were providing alarm call services in their sheltered housing accommodation and starting to provide off site monitoring through a number of monitoring providers that were establishing at the time.
2. As technology was developing and the infrastructure was in place to support the technology the borough and districts branched into community alarms in the private sector to compliment the sheltered housing provision and to offer a similar 24 hour call service to those in their own homes. This service supported other services being offered by the boroughs and districts including meals on wheels and day centres. On the whole the services have been able to break-even with a weekly charge that generally covered the cost of the service.
3. All other Borough/Districts (local authorities) in Surrey provide a community alarm (Careline) service. Some comparisons with other Borough Councils have been made through fact-finding visits to Elmbridge, Surrey Heath, Guildford, Mole Valley, Chichester.
4. All those visited provide a 5 day a week core service with 24 hour monitoring (either directly or through a third party). Two of the Surrey local authorities run a monitoring service and contract this out to others in Surrey and other areas in the SE. Chichester also runs a monitoring service.
5. They all provide some level of out of hours visiting response to faulty equipment; all provide 7 day a week response but while some cover 24/7 others cover office hours on weekdays and limited service at weekends.
6. All those visited provide one joined up community alarm service and do not distinguish between council tenants and private sector customers.
7. Staffing levels differ across the local authorities with some more generously staffed than others. Where staff levels are lower the number of follow up routine visits is necessarily reduced. Staff fulfil differing roles and cannot directly be compared but to demonstrate the difference in staffing levels the number of customers per FTE member of dedicated Careline staff varies from 214 to 500 (Waverley Careline team as it is currently staffed, falls somewhere in the middle).
8. All the local authorities visited had computerised databases and record systems. This makes for more reliable and less time consuming record keeping. Mole Valley and Chichester provide staff with laptops with remote access that can be used when out visiting to reduce paperwork and duplication.
9. The charges vary across Surrey from £3.50 per week to £4.60. Waverley's charge of £4.20 is the same as two other local authorities. Two other local authorities offer a subsidised rate at £2 and £2.30 per

week respectively for customers on low incomes, Waverley currently offers two subsidised rates of £2.30 and £3.50 depending on whether the cost of the Careline Unit is purchased outright or not. One Borough offers a small discount for clients who pay by direct debit.

10. Some local authorities have joined forces with neighbouring authorities to provide some level of visiting service or to fulfil a combined management and development role. Most of the authorities visited would consider joining forces as long as costs could be covered.
11. Chichester Council runs its Careline Service from its own monitoring centre. They provide an enhanced visiting service to support customers without relatives/keyholders and will respond to personal emergencies during daytime and out of hours.
12. The Careline services throughout Surrey, including Waverley, are well respected and very much valued by the customers, families and by other agencies. The service is a key element in keeping people at home for longer in a safer environment and meets the Councils corporate objective of "improving the life of all, particularly the most vulnerable within society".

Private sector Providers

13. Community Alarm equipment is available privately from several providers, however the services often have a up front payment for equipment and are less personal. With all the private schemes looked at the alarm is posted to the recipient for them to install themselves, or an installation charge is levied.
14. Waverley's Careline service is well received by customers and the extra care given by Careline staff is very much appreciated. It is likely that a high proportion of the Careline customers would not cope without the personal installation visit and local response to their issues. In addition Careline staff are able to pick up other needs while they are visiting and are able to signpost their customers to other services and to organisations giving financial advice and support.
15. See chart below of price comparisons for Help the Aged, Age Concern England, Age Matters, SAGA

	Purchase options	Rental options	Installation charge?	Service	Other/notes
Age Concern	£99	£3.16	Included		
	£385	£1.29	Included		
	£899	-	Included		
	£49	£3.16	Not included		
SAGA	£275	£100 per annum	-	Standard	
	£550	£200 pa	-	Plus -incl peripherals	
	-	£3.45 pw	£84	Standard	
	-	£7.14 pw	£100	Plus -incl peripherals	
Help the Aged	£157	£1.63 pw	-		£40 for 2nd pendant . Means tested service.
Age Matters	£195	£2.42	-		
	£295	£1.73	-		
	£395	£1.38	-		