

THE EXECUTIVE

14 FEBRUARY 2006

REPORT OF THE ACTING DIRECTOR OF REGENERATION

FEES AND CHARGES 2006/07 – CARELINE SERVICE	FOR DECISION
<p>Summary:</p> <p>The Careline service provides vulnerable residents with speedy telephonic assistance for emergency situations and aids independent living. The service is provided to all clients judged eligible under Fair Access to Care criteria.</p> <p>The recommended charges are in line with the Council's policy on charging and providing care services. The full cost of the service will continue to be recovered by means of Supporting People grant, recharges to Housing and Social Services and a charge to those clients whose income is broadly in line with Fairer Charging statutory guidance.</p> <p>Wards Affected: All</p>	
<p>Implications:</p> <p>Financial:</p> <p>As part of the Council's financial savings for 2003/04, the Executive agreed to full cost recovery for the Careline service. The Supporting People grant settlement, announced on 21 February 2003, plus a recharge to the Housing Revenue Account covers the service cost for Council and sheltered housing tenants. To assist with full cost recovery, all Council tenants and private residents who currently pay for the service have to pay the full unit cost of the service</p> <p>The proposed new charge to clients, where it is applicable, is £192.15 per annum, which is £3.69 a week, an increase of 6%.</p> <p>Legal: None</p> <p>Risk Management:</p> <p>The expectation is that this increase in charges will cause a small number of existing clients who currently pay to contact the Communications Centre and ask for the Careline system to be removed, therefore placing themselves at greater risk. Historically this figure is usually less than 20 individuals out of more than 2,900 currently receiving the service. In order to try to reduce even this small number Careline staff always suggest other means by which payment could be made both over the telephone during the initial conversation and when making the visit. These suggestions include asking family for support possibly as part of Christmas or Birthday presents or even making contact with Royal British Legion for ex-servicemen and wives of ex-servicemen or with previous employers many of whom have funding set aside for this purpose. In addition Older People Services in Social Services are informed of all removals and the reason so that they can take any relevant action.</p>	

<p>Social Inclusion and Diversity: As this report does not concern a new or revised policy there are no specific adverse impacts insofar as this report is concerned.</p> <p>Crime and Disorder: There are no specific implications insofar as this report is concerned.</p>		
<p>Recommendation(s)</p> <p>The Executive is asked to agree a charge of £192.15 for 2006/07 for the Careline service.</p>		
<p>Reason(s)</p> <p>To enable the Careline service to be provided in line with the Council's policy of full cost recovery and to assist the Council in achieving its Community Priority of 'Improving, Health, Housing and Social Care'.</p>		
<p>Contact Officer: Roger Brett</p>	<p>Title: Emergency Planning Manager</p>	<p>Contact Details: Tel: 020 8227 3119 (voice recorded) Fax: 020 8227 3470 E-mail: roger.brett@lbbd.gov.uk</p>

1. Introduction and Background

- 1.1 The Careline service provides a 24 hour alarm monitoring and response service to vulnerable borough residents. The system is a fixed installation in Council sheltered housing and is provided by way of dispersed alarms to residents of Council and privately owned property.
- 1.2 The service is viewed as one element of a care package and potential clients are assessed against Fair Access to Care criteria.
- 1.3 The service is funded by a mixture of Supporting People grant, recharges to the Housing Revenue Account and Social Services, and charges, based on the full cost of the service, to those clients whose income is broadly in line with Fairer Charging mandatory statutory guidance. In this way full cost recovery is achieved.

2. Current Position

- 2.1 The estimated full cost of providing the Careline service in 2006/2007 is £560,490. Based on the current 2,917 users receiving the service, this produces a unit cost of £192.15 a year (£3.69 a week) against the current charge of £180.81 a year (£3.48 a week).
- 2.2 The increase of 6% rather than any lower figure that might be indicated by the inflation factors used elsewhere in other financial statements is due to the requirement of a 24 hour service provision and the labour intensive nature of this service.

Users	Estimate 2006/07				Funding	
	Gross Exp'd £	Gross Income £	SP Grant £	Net Exp'd £	HRA £	Social Services £
Sheltered Housing	206,090	0	171,760	34,330	34,330	0
Council Tenants	191,880	15,770	144,513	31,597	0	31,597
Private Residents	162,520	36,790	0	125,730	0	125,730
	£560,490	£52,560	£316,273	£191,657	£34,330	£157,327

2.3 The recharges identified above have been incorporated in the 2006/07 base budgets for the Social Services and Housing and Health departments.

3. Consultees

3.1 Lead Councillor(s):

Equalities and Diversity, Community Forums and Engagement, Councillor Geddes

Adult Social Services, Financial Planning, Budgetary Control and Financial Services, Councillor Bramley

3.2 Finance

Alex Anderson, Head of finance (DRE)

Colin Rigby, Head of Finance (H&H)

Steve Whitelock, Head of Finance (SS)

Background Papers Used in the Preparation of the Report:

Executive Report and Minute No 67, 29 July 2003 – Fees and Charges – Careline Service

Executive Report and Minute 282, 8 February 2005 – Fees and Charges 2005/06 –

Careline Service