

**REPORT TO:** Executive Board

**DATE:** 24<sup>th</sup> May 2012

**REPORTING OFFICER:** Strategic Director, Communities

**PORTFOLIO:** Health & Adults

**SUBJECT:** Review of Fees and Charges – Community Warden Service and Telecare Service

**WARD(S)** Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 To present to the Executive Board the proposed increases in fees and charges for the Community Warden and Telecare Service.

2.0 **RECOMMENDATION: That the Board agree to the proposed fees and charges as outlined in the report and associated Appendix.**

3.0 **SUPPORTING INFORMATION**

3.1 A Telecare Strategy was developed in 2010 and was approved by Executive Board 1<sup>st</sup> July 2010. Following this, the number of people in receipt of Telecare has increased from 1496 people in 2010 to 2,106 (as at April 2012). Telecare continues to develop rapidly and the range of equipment has increased and is likely to continue further as a range of different equipment comes onto the market.

3.2 Within the current Community Warden and Telecare charging policy there are three fixed level of charges and are based on the property and **do not** currently reflect appropriately if an individual lives alone, or for example with a partner (Dual occupancy – and they are both receiving a service) or in deed if there are 3 or more individuals living at the property (Multiple occupancy) and are receiving a service.

3.3 The proposed new charges for 2012-13 would introduce a charge per person and not be based purely on the property.

The three level of charges would remain but then associated charges per person would be introduced based on :-

- Single Occupancy
- Dual Occupancy
- Multiple Occupancy

3.4 Attached at *Appendix 1* are details of the current charges and proposed revised charges, along with details of the number of people currently receiving a service.

#### 4.0 **POLICY IMPLICATIONS**

4.1 A number of key national policy documents have described the need to shift the way we deliver health and social care services, from reactive crisis support to a more planned approach to early intervention, prevention and support in a person's own home. This approach will deliver improved outcomes for the people with an emphasis on independence, choice, dignity and respect, balanced with ensuring the services we offer demonstrate value for money. The provision of effective Telecare services are integral to this policy shift.

#### 5.0 **FINANCIAL IMPLICATIONS**

5.1 The increase in charges may result in an increase in income generated for the Local Authority (see risks associated with increase in charges outlined in paragraph 7.1)

5.2 The table below outlines details of the income generated based on the current levels of charges and numbers of service users in receipt of Telecare and the level of income based on the new proposed charges.

<b>Number of Service Users in receipt of Telecare</b>	<b>Income based on Current Charges 2011/12 £</b>	<b>Income based on Proposed Charges 2012/13 £</b>	<b>Variance (Additional Income Generated) £</b>
<b>2,106</b>	<b>556,926.24</b>	<b>627,168.88</b>	<b>70,242.64</b>

#### 6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

##### 6.1 **Children & Young People in Halton**

None identified.

##### 6.2 **Employment, Learning & Skills in Halton**

None identified.

6.3 **A Healthy Halton**

The use of telecare equipment and the response provided by the Community Warden Service offers reassurance to individuals and their significant others, assisting them to live safer and longer in their own properties and helping people to maintain their independence and a healthy life style.

6.4 **A Safer Halton**

The use of telecare equipment and response provided by the Community Warden Service offers reassurance to individuals and their significant others assisting them to live safer and longer in their own properties.

6.5 **Halton's Urban Renewal**

None identified.

7.0 **RISK ANALYSIS**

7.1 The main risk associated with the changes in charges is their affordability. People may decline the service due to increased costs and this may have an impact on people's ability to remain independently in their own homes. However for approximately 63% of the total number of current service users in receipt of telecare the cost will reduce.

7.2 If people decline the service due to its affordability this may also impact on the levels of income that are generated via the service.

8.0 **EQUALITY & DIVERSITY ISSUES**

8.1 There are no Equality and Diversity implications arising as a result of the proposed action.

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

9.1 None under the meaning of the Act.

**Existing Charges (2011/12) and Proposed Revised Charges (2012/13)**

(Figures based on current number of people in receipt of a Service)

**1. Single Occupancy**

Service Level	Number of people receiving a service	Current Charges £	Proposed Revised Charges £
1	1336	5.64	5.49
2	42	6.75	7.05
3	128	9.00	11.30

**2. Dual Occupancy**

**NOTE** – Although the current charges associated with Dual and Multiple Occupancy shown below are based around the property, the costs have been represented in the tables as charges per person to enable a comparison with the proposed new charges per person.

Service Level	*No. of Dual Occupancy Properties	Current Charges (Per person) £	Proposed Revised Charges (Per Person) £
1	240	2.82	4.67
2	6	3.38	5.45
3	21	4.50	7.57

\*Number of properties where 2 people are living and are both receiving a Telecare Service

**3. Multiple Occupancy**

Service Level	*No. of Multiple Occupancy Properties	Current Charges (Per Person) £	Proposed Revised Charges (Per Person) £
1	1	1.88	4.40
2	6	2.25	4.90
3	7	3.00	6.34

\*Number of properties where 3 people are living and are all receiving a Telecare Service

Service Level	*No. of Multiple Occupancy Properties	Current Charges (Per Person) £	Proposed Revised Charges (Per Person) £
1	0	1.41	4.26
2	3	1.69	4.65
3	3	2.25	5.71

\*Number of properties where 4 people are living and are all receiving a Telecare Service

**NOTE** – The more people living at a property in receipt of a Telecare service the less the charge will be per person.