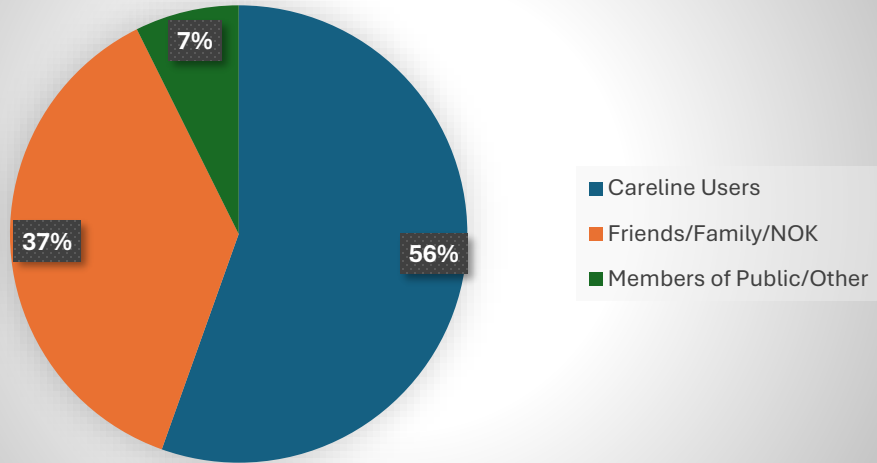


Public Consultation regarding Careline summary

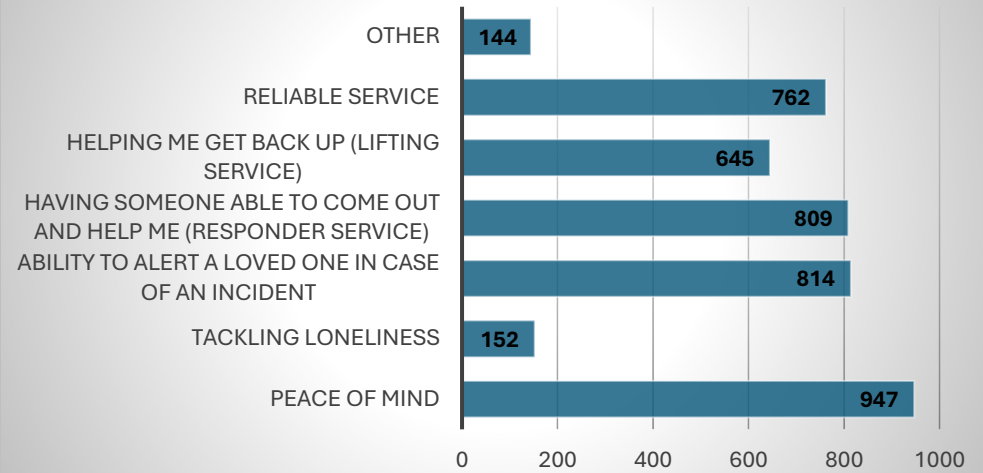
The following pages show graphs and word clouds to summarise the responses received from the public consultation. A total of 1062 responses were received. 273 were completed online and 789 hard copies were returned. The hard copies were then entered onto MS Forms by Officers.

The graphs show the consolidated responses. Due to technical challenges, it has not been possible to combine the electronic returns and hard copy returns to produce amalgamated word clouds. The word clouds are produced from the online responses. They are also representative of the hardcopy responses received.

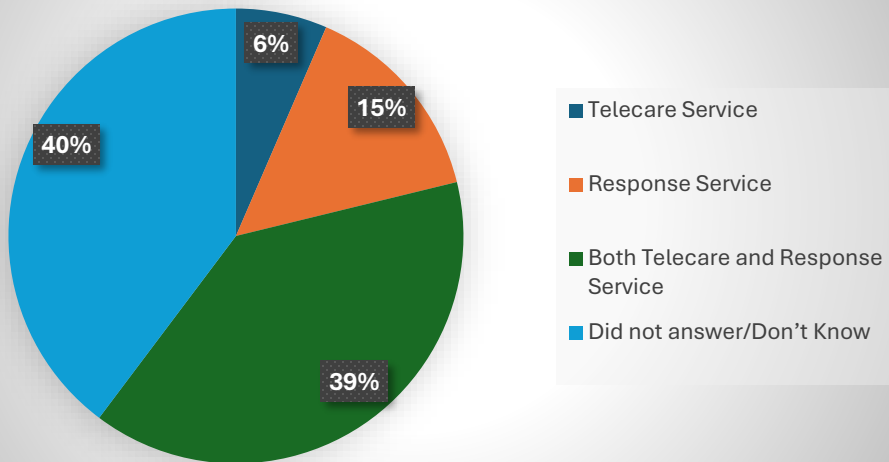
Overall Responses



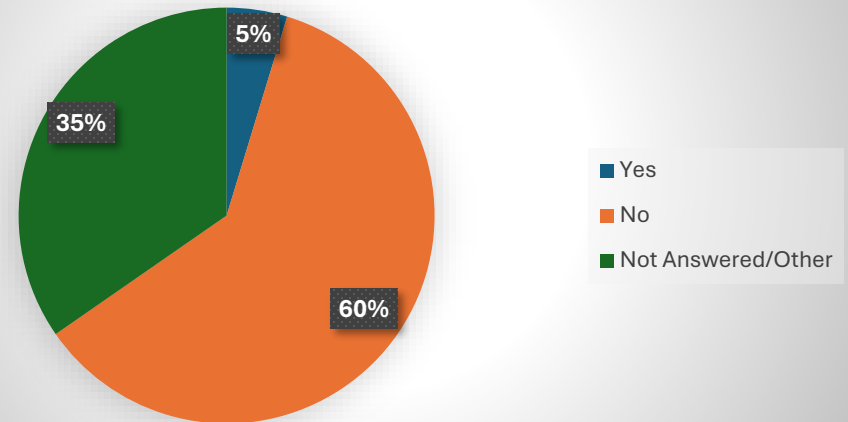
How does the service benefit you



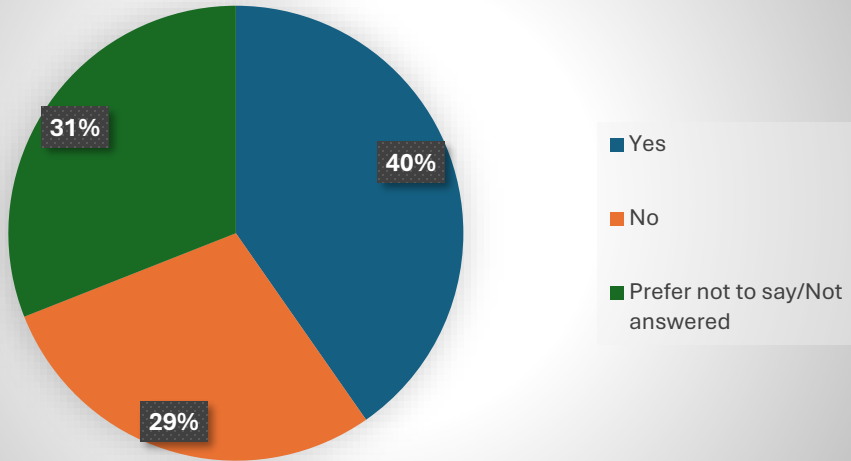
Service used



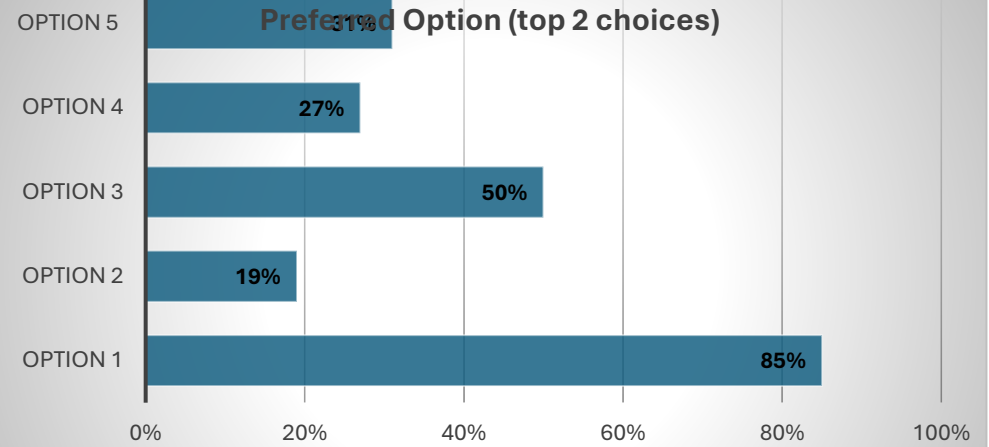
Has the level of service provided by Careline ever failed to live up to your expectations



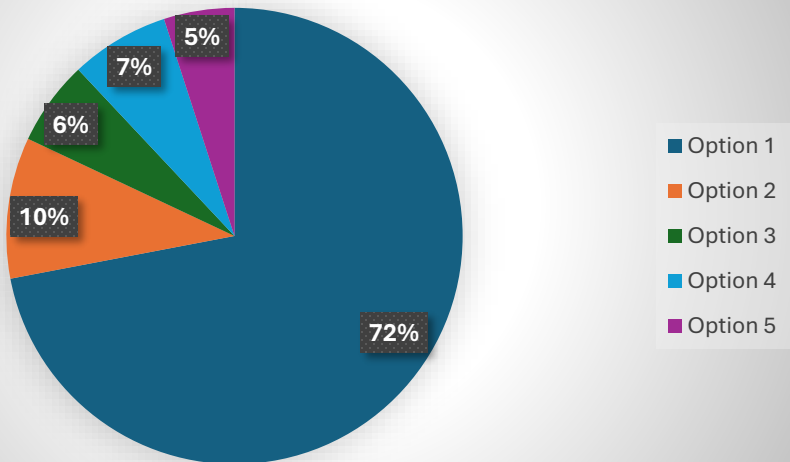
Do you have a protected characteristic



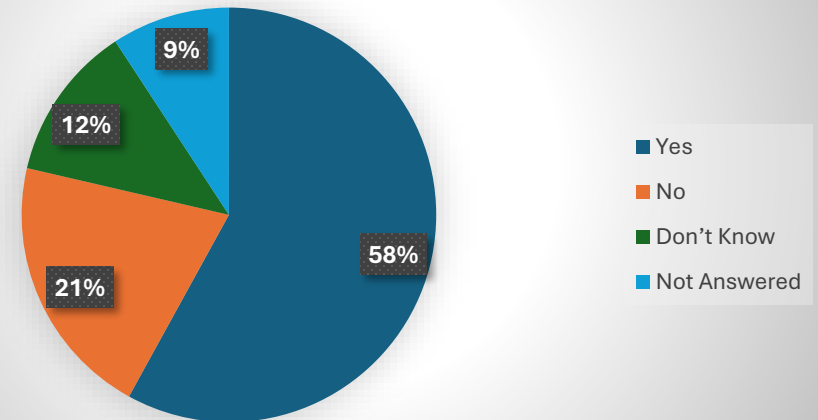
Preferred Option (top 2 choices)



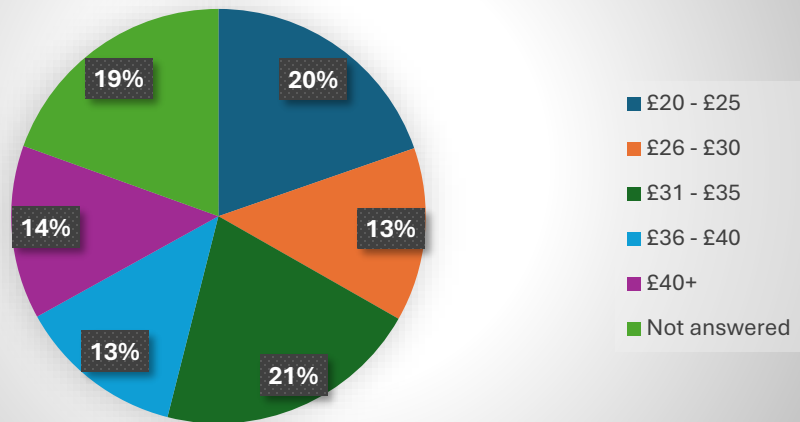
Preferred Option (top choice)



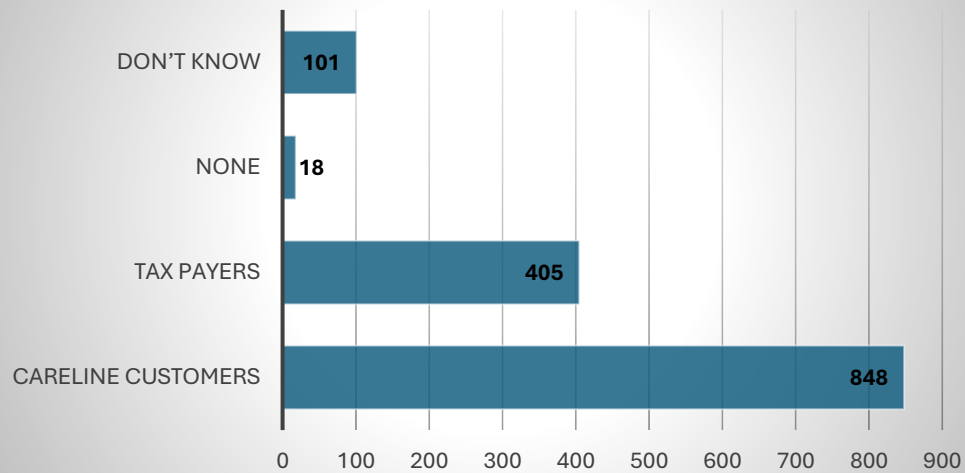
Would you be prepared to go to an alternative provider



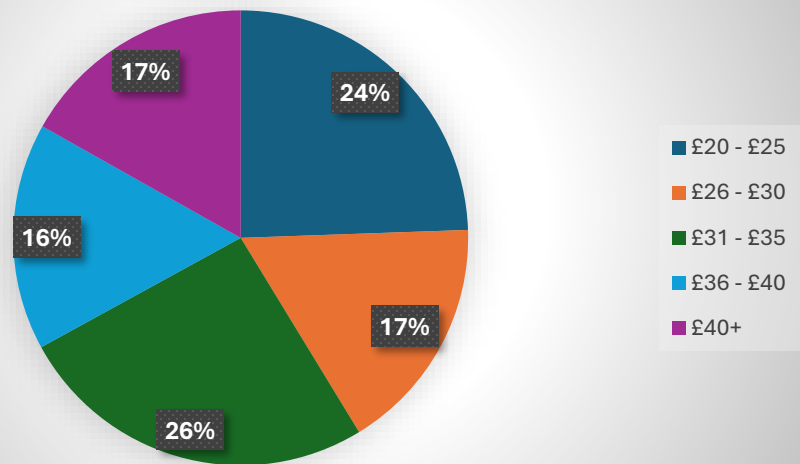
How much would you be prepared to pay for a telecare only service



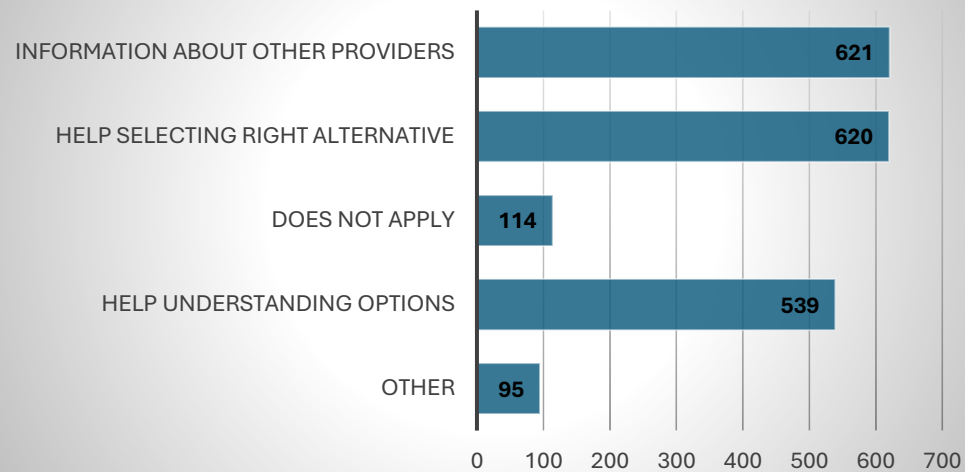
Does Careline provide value for money

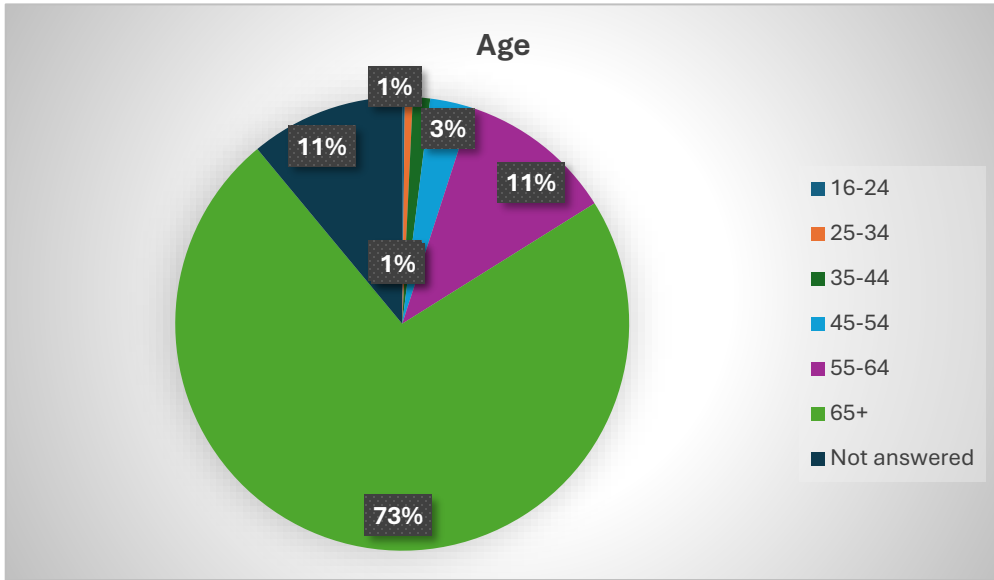


Fees breakdown without not answered data



Support needed during transition





8. Do you consider that the proposed changes to the Careline service could have an adverse effect on the quality of your life?

[More Details](#)

[Insights](#)

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Responses

Latest Responses

"As a nominated contact for a neighbour this is a very valuable service as this give...

"Yes, will not have a nearby company who can come out and help pick me up if I h...

29 respondents (21%) answered **helps** for this question.



9. What challenges would you or someone you know face if the Careline service were to cease?

[More Details](#)

[Insights](#)

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Responses

Latest Responses

"Loss of confidence, independence, loneliness. Potential for increased risk of falls/h..."

"Would find it difficult to find someone to come out in the middle of the night to h..."

"We would another provider"

81 respondents (31%) answered **fall** for this question.

A word cloud visualization showing the most common words used in responses to question 9. The words are in various shades of blue and green. The most prominent words are 'help', 'fall', and 'service'. Other notable words include 'equivalent service', 'services were to cease', 'live', 'peace of mind', 'years old', 'service would not', 'ambulance service', 'Need', 'Local service', 'Careline', 'lifting service', 'mother fell', 'new service', 'family', 'emergency services', and 'Careline helped'.

10. Is there anything Careline does that you do not think you could get from another provider?

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Responses

Latest Responses

"As a local service their local knowledge is invaluable."

"They are willing to help to do little things after they have helped me up. Bring a g..."

"No"

87 respondents (36%) answered **service** for this question.

A word cloud visualization showing the most common words used in responses to question 10. The words are in various shades of blue and green. The most prominent words are 'service', 'response from the service', 'service that Careline', 'reliable service', 'alternative providers', 'service user', 'lifting service', 'Local knowledge', 'Careline', 'level of services', 'service is excellent', 'service provider', 'service from my local', 'not all services', 'similar services', 'emergency services', 'personal service', and 'local people'.

13. Given the need to ensure a quality service for customers and balancing value for money for taxpayers, do you think there are any options, other than those five set out above to improve the Careline service and ensure its long term success?

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[Insights](#)

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Responses

Latest Responses

"Investigate what other providers are able to offer and at what cost, comparing lik...

[Update](#)

66 respondents (32%) answered **services** for this question.



18. Is there anything else you would like to share regarding the proposed changes to Careline?

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Responses

Latest Responses

"The staff of Careline are always friendly and helpful. They take the time to chat a...

"Not to increase prices up , clients may feel it's too expensive and cancel the servic...

76 respondents (44%) answered **services** for this question.

