

# Careline Survey Questionnaire

Tendring District Council (TDC) is currently going out to public consultation on the future of its Careline service.

The service was launched almost 40 years ago to support people in their own home through assistive technology, including fall bracelets, watches and pendants.

When it began, Careline was almost unique, but it is now one of a number of providers in the telecare market.

Careline provides a 24/7 service to paying customers, as well as some additional offers such as a lifting service.

The current preferred option (*option 2*), for the council's Cabinet, is for TDC to leave the telecare market and cease the lifting/response provision of Careline.

<https://www.tendringdc.gov.uk/news/council-to-consult-residents-over-future-of-careline-service>

1. Are you a

Careline User

Filling in on behalf of a Careline user

Friend or family of a user

Member of the public

Careline Employee

Other

2. Please provide your Careline Customer number (*this will be on any Careline correspondence sent to you*)

3. Which Services do you use?

Telecare service

Response service

Telecare and response service

None

### **Impact of Careline Service**

4. How does the Careline service benefit you or someone you know? (*Please tick all that apply*).

1. Peace of mind

2. Tackling loneliness

3. Ability to alert a loved one in case of an incident

4. Having someone able to come and help me (*responder*)

5. Helping me get back up (*lifting service*)

6. Reliable service

7. Something else (*please explain below*)

5. Has the level of service provided by Careline ever failed to live up to your expectations? If yes please explain how.

6. Do you consider that you have a Protected Characteristic\* as defined in the Equality Act (2010) that adversely affects your daily life? *\*Age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion or belief, sex, sexual orientation.*

Yes

No

Prefer not to say

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

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

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

## **Feedback on proposed options**

10. For each of the following options, please rank in terms of your preference by adding 1-5 to the boxes, 1 will be deemed as your most preferred option and 5 your least. Note: Option 2 is the current preferred option for Tendring District Council's Cabinet.

**Option 1** - Keep the service as it is, but increase fees to approximately £45 per month (*from £30.55 charged currently*).

**Option 2** – Cease Careline. Details of alternative providers would be supplied to customers.

**Option 3** – Staffing changes to move to six-hourly shifts. Otherwise the same as option 1.

**Option 4** – Remove the responder/lifting service; only providing telecare. Included an increase of fees to approximately £33 (*from £22.95 currently*).

**Option 5** – Continue to provide Careline only to our direct customers; not service any other contracts, and end our Telecare Service Association accreditation. Increase fees as per option 1 (*approximately £45 per month from £30.55 charged currently*).

11. Please explain your reasoning behind the ranking of the 5 options and explain briefly why you support/don't support some of the options.

12. Given the need to ensure a quality service to 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?

### **Value for money**

Fees have not been increased at Careline for 2 years and currently Tendring District Council has an annual budget for Careline of £1.4million, but will have to subsidise the service with up to £450,000.

13. How much would you be prepared to pay monthly for a telecare only service?

£20 - £25

£26 - £30

£31 - £35

£36 - £40

£40 +

14. If a trusted alternative provider supplied you with the same service for the same cost, or cheaper, would you be prepared to go to another organisation?

Yes

No

15. Do you think Careline currently provides value for (*please tick all that apply*)

Careline Customers

Tax Payers

None

Don't Know

**Planning and Additional Comments**

16. If you are a Careline customer or filling this in on behalf of a Careline customer what support would you need during the transition? (*Please select all that apply*)

Help understanding options

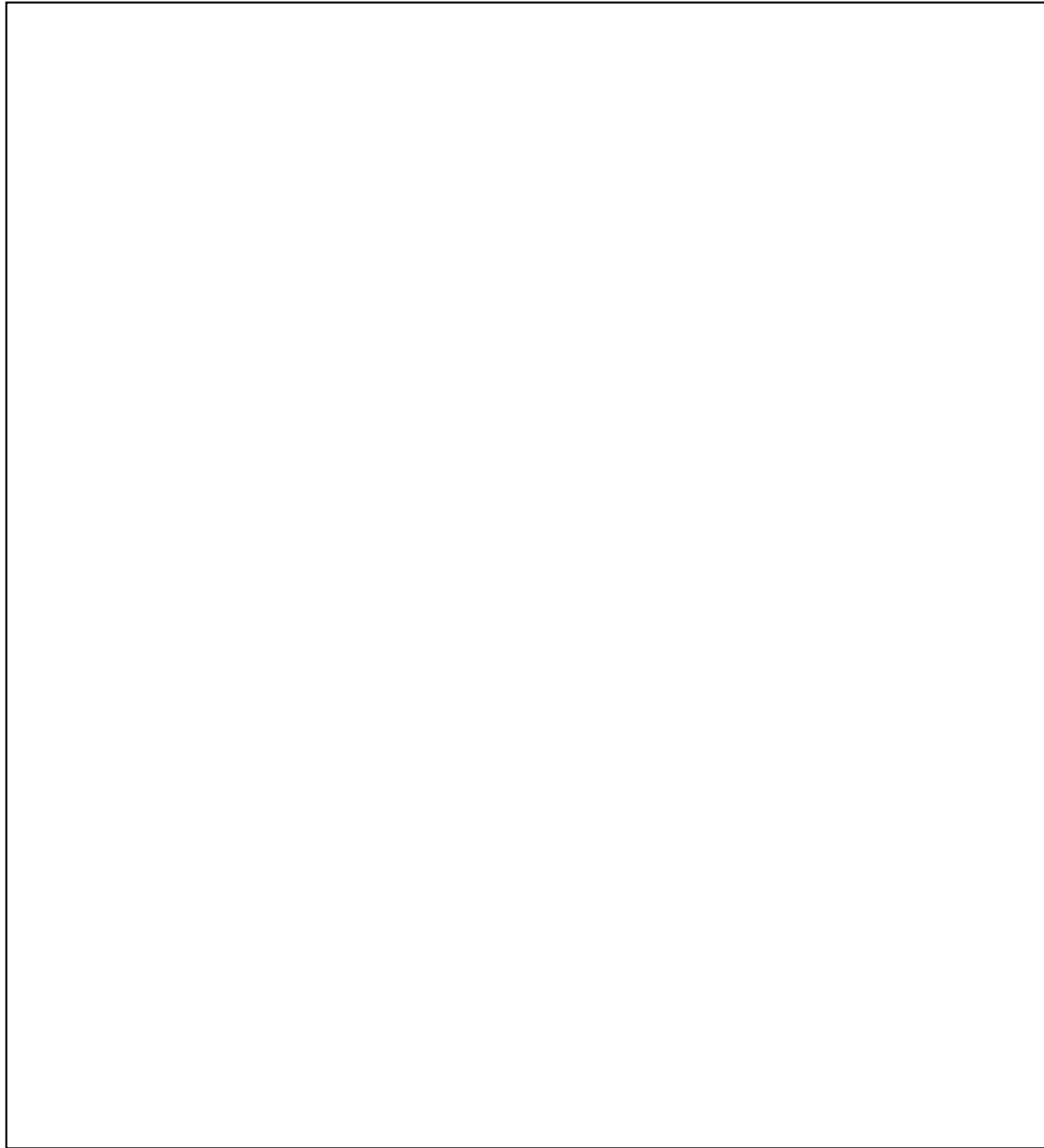
Information about potential other suppliers

Help selecting the right alternative provider based on your needs

Does not apply

Other (*Please Specify*)

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

A large, empty rectangular box with a thin black border, intended for the user to provide a written response to the question above. The box is currently blank.

## **About You**

18. Age (*optional*) (*please tick your age range*)

16 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 or above

19. Please enter the first part of your postcode (*optional*)

Thank you for taking the time to complete the survey your feedback is appreciated.



# Careline Survey Questionnaire (Stakeholders)

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When it began, Careline was almost unique, but it is now one of a number of providers in the telecare market.

Careline provides a 24/7 service to paying customers, as well as some additional offers such as a lifting service.

The current preferred option (*option 2*), for the council's Cabinet, is for TDC to leave the telecare market and cease the lifting/response provision of Careline.

<https://www.tendringdc.gov.uk/news/council-to-consult-residents-over-future-of-careline-service>

*Please be aware this form is to be used by an individual responding on behalf of the organisation that they work for.*

## Feedback on proposed options

1. For each of the following options, please rank in terms of your preference. (*The top option will be deemed as your preference*) Note: Option 2 is the current preferred option for Tendring District Council's Cabinet.

**Option 1** - Keep the service as it is, but increase fees to approximately £45 per month (*from £30.55 charged currently*).

**Option 2** – Cease Careline: the council will still be available for council related emergencies 24/7, and monitor CCTV.

**Option 3** – Staffing changes to move to six-hourly shifts. Otherwise the same as option 1.

**Option 4** – Remove the responder/lifting service; only providing telecare. Included an increase of fees to approximately £33 (*from £22.95 currently*).

**Option 5** – Continue to provide Careline only to our direct customers; not service any other contracts, and end our Telecare Service Association accreditation. Increase fees as per option 1 (*approximately £45 per month from £30.55 charged currently*).

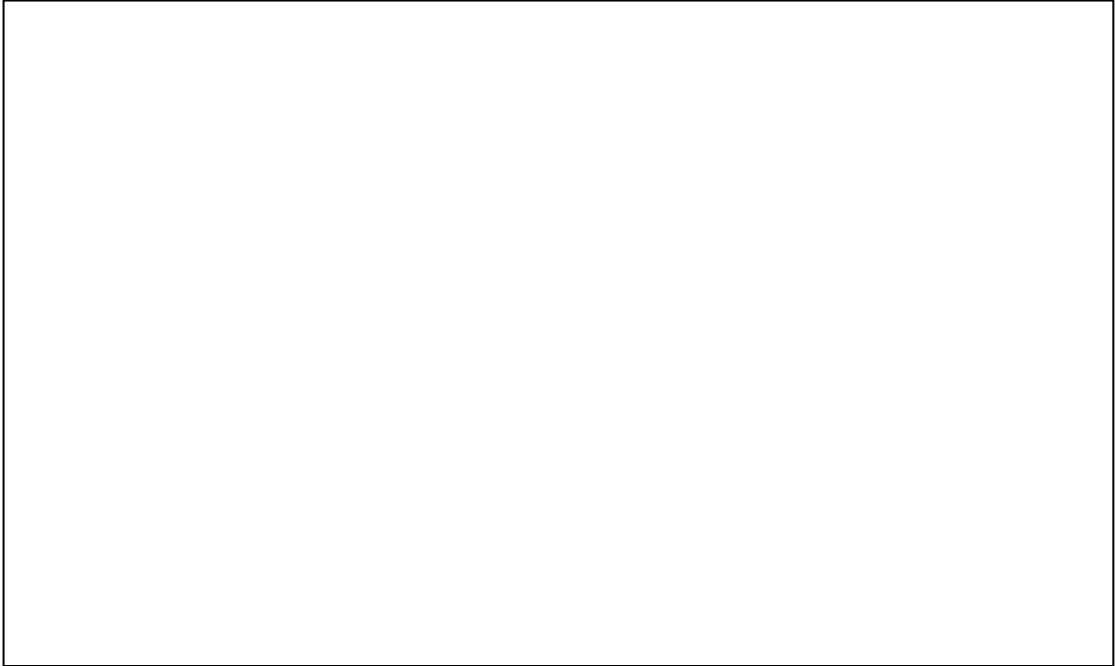
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2. Please explain your reasoning behind the ranking of the 5 options and explain briefly why you support/don't support some of the options.



- 
- 
3. Given the need to ensure a quality service to 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?



4. Are there existing partnerships or resources that could be leveraged to provide an alternative option?



### **Impact Assessment**

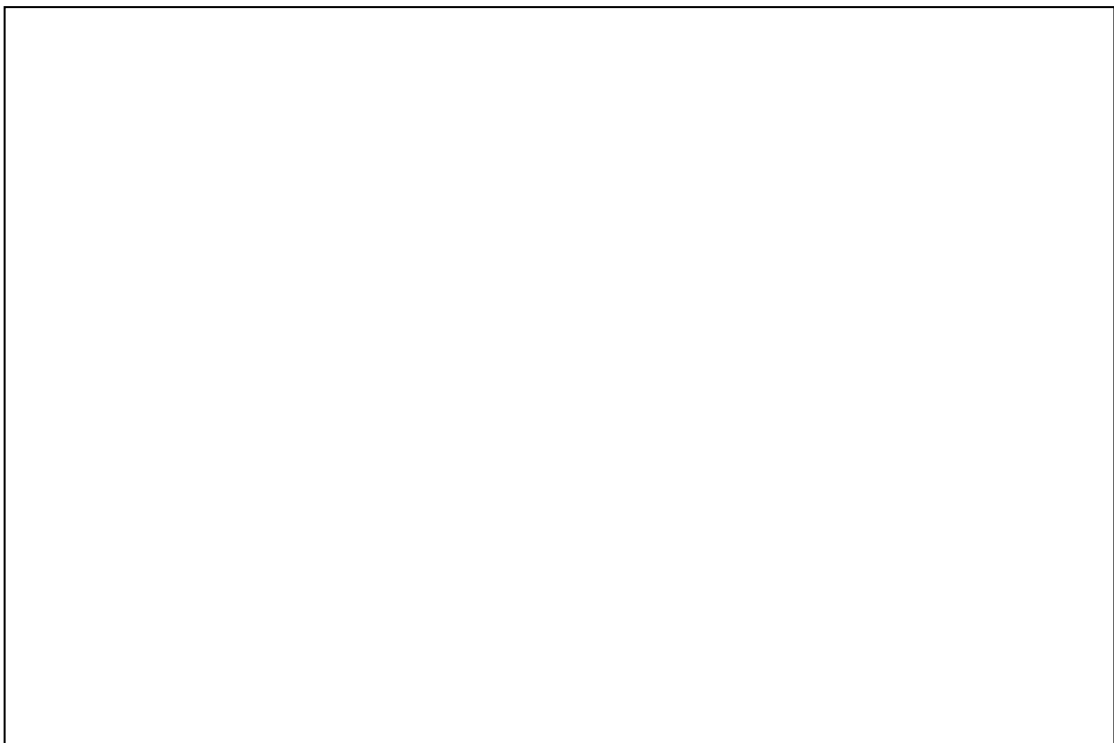
5. How do you think the proposed changes would affect your organisation and/or the community you serve?



6. What specific challenges or opportunities do you foresee for customers?



7. What specific challenges or opportunities do you foresee for your organisation?



## **Value for money**

Fees have not been increased at Careline for 2 years and currently Tendring District Council has an annual budget for Careline of £1.4million, but will have to subsidise the service with up to £450,000.

8. How much would you be prepared to pay monthly for a telecare only service?

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£26 - £30

£31 - £35

£36 - £40

£40 +

9. Do you think Careline currently provides value for *(please tick all that apply)*

Careline Customers

Tax Payers

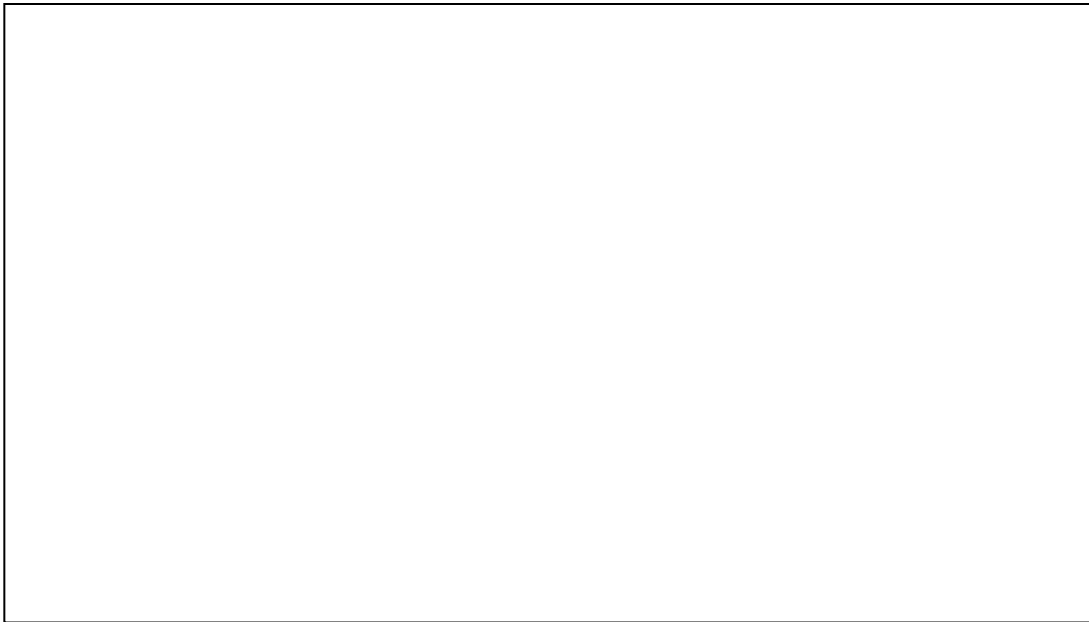
None

Don't Know

## **Collaboration and Transition**

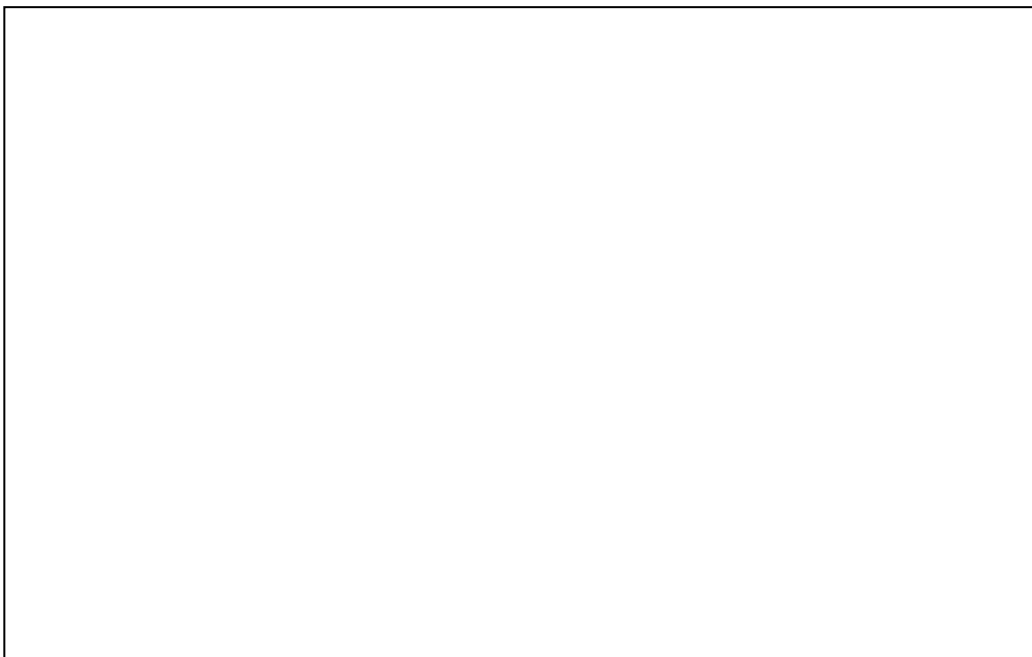
10. How could your organisation collaborate with Careline/Tendring District Council to ensure a smooth transition for affected individuals?

11. If there is a role your organisation can play during this process, please give further details

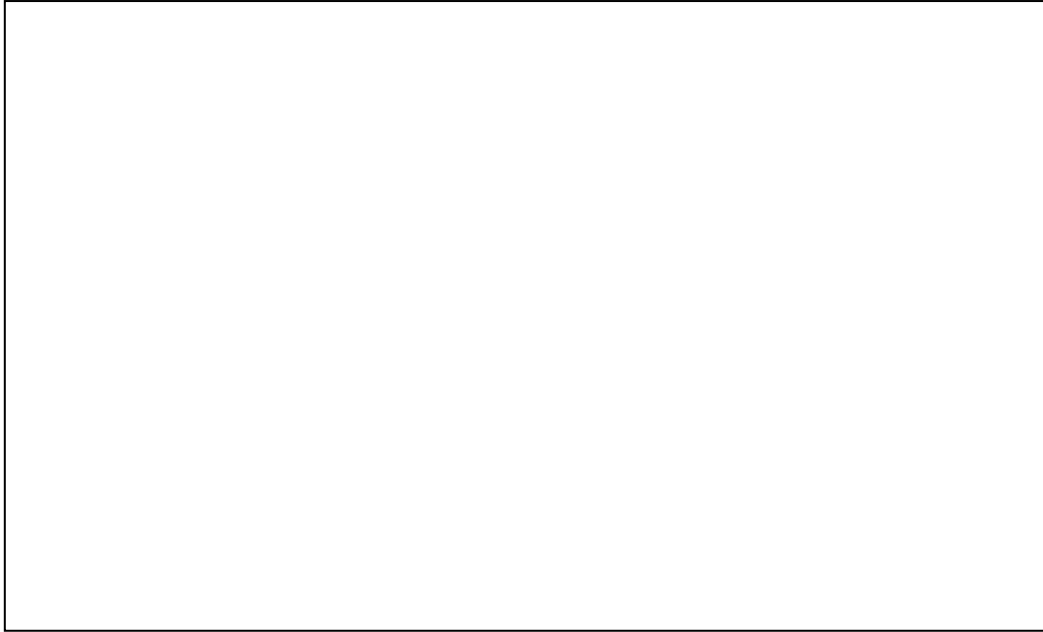


**Risk, awareness and understanding**

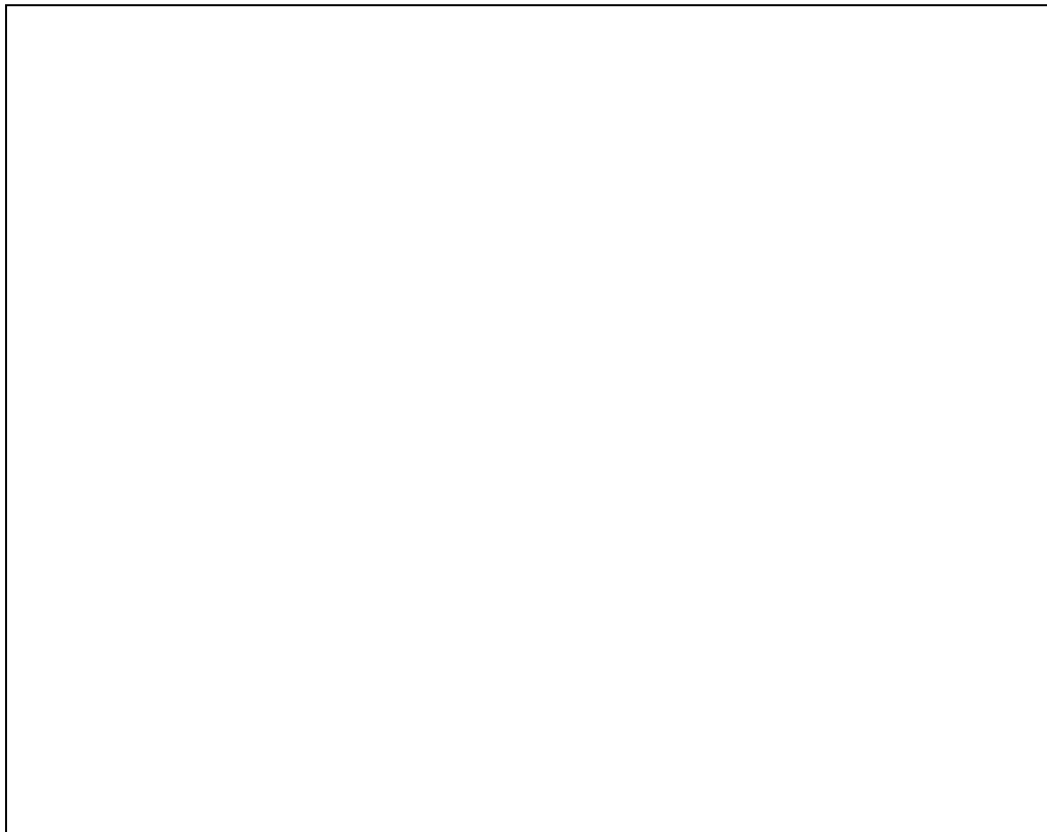
12. What potential risks or unintended consequences do you see arising from the proposed changes?



13. How can these risks be managed?



14. Is there anything else you would like to share regarding the proposed changes or its impact?



## **Your Details**

Please be aware this form is to be used by an individual responding on behalf of the organisation that they work for.

15. Name

16. Organisation and role

17. Contact information (*Please supply a company email or telephone number*)

Thank you for taking the time to complete the survey your feedback is appreciated.