

PRIVATE SECTOR CARELINE SERVICE

Product	2022/23 Charge	2023/24 Charge
Lifeline - Provision of a dispersed alarm, pendant. - 24 hours a day 365 days a year monitoring of lifeline. - Provision of advice and or contact of next of kin or emergency service if required on receipt of call	£4.43 per week	£4.65 per week
Lifeline installation fee	£25.00 one-off	£26.25 one-off
Digital Provision	N/A	£1.00 per week
Keysafe	£40.00 one-off	42.00 one-off

Product	2022/23 Charge	2023/24 Charge
Sensor monitoring To receive this service tenants must also subscribe to the lifeline service. The sensors available are: i. Additional sensor ii. Smoke alarms iii. Carbon monoxide alarms iv. Flood alerts v. Bed sensors vi. Panic alarms vii. Fall detectors	£2.63 for two to five sensors, per week	£2.76 for two to five sensors, per week
Sensor monitoring installation fee (per visit)	£35.00	£36.75

Product	2022/23 Charge	2023/24 Charge
Welfare calls To receive this service tenants must also subscribe to the lifeline service. - 5 x 5 minute calls per week made to the customer on agreed days between the hours of 7am and 7pm within a mutually agreed 1 hour time slot. - Ensure the welfare of the customer, provide advice and or contact of next of kin or emergency service if required.	£4.43 per week	£4.65 per week

<p>Welfare calls To receive this service tenants must also subscribe to the lifeline service.</p> <p>- 5 x 5 minute calls per week made to the customer on agreed days between the hours of 7am and 7pm within a mutually agreed 1 hour time slot.</p> <p>- Ensure the welfare of the customer, provide advice and or contact of next of kin or emergency service if required.</p>	<p>£4.43 per week</p>	<p>£4.50 per week</p>
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