



Report to: Portfolio Holder- Housing

Decision Date: 4th September 2025

Portfolio Holder: Councillor Lee Brazier

Director Lead: Suzanne Shead, Director of Housing, Health and Wellbeing

Lead Officer: Anna Carroll, Supported Housing Manager

Report Summary	
Type of Report	Open report
Report Title	Careline Service additional equipment 2025
Purpose of Report	This report seeks portfolio holder approval to purchase 300 additional Lifeline Digitals to continue with the careline services expansion.
Recommendations	That the Portfolio Holder: <ul style="list-style-type: none"> a) Approves the purchase of 300 digital units at a cost of £58,500. b) Approves a General Fund Capital Budget of £58,500 financed from the Capital Reserve.
Alternative Options Considered	<p>To not proceed: This option would not be in line with the recent marketing and branding budget approval for the Careline service.</p> <p>To postpone until the next financial year: This option would not be in line with the recent marketing and branding budget approval for the Careline service.</p>
Reason for Recommendation	The Careline Service has grown significantly over the past 12 months and has surpassed the expected growth naturally and the on-boarding of customers from the Mansfield transfer. There is a need to acquire additional equipment to ensure

	<p>residents within and outside the district can access the service to enable them to live independently for longer.</p> <p>The need to increase our stock levels of equipment could not be forecast given the levels of growth experienced within the last 18 months.</p>
Decision Taken	As per the recommendations

1.0 Background

- 1.1 The telecare alarm service run by the Council offers vulnerable customers the ability to call for assistance 24 hours a day, 365 days a year by simply pressing a button on a unit attached to their telephone line or the pendant provided. Careline Advisors, based in two of our Housing with Care schemes, respond to these calls and, if the situation requires it, will ask for assistance from family members, carers or the emergency services.
- 1.2 The charge for this service varies according to the tenure of the customer and the number of sensors fitted. Council tenants pay £2.56 per week for an alarm unit and pendant. For those tenants living in designated supported accommodation this charge is covered by a Support Charge included in their rent. For private customers the charge is £26 per calendar month which equates to £6 per week.

2.0 Proposal

- 2.1 A proposal to purchase 300 new Lifeline Digital units is being made as a conservative estimate of the number required over the next 9 – 12 months to support the growth and new customers joining the service. It is possible that further units will be required, and a separate report will be made if required taking into consideration the ability of the service to handle additional customers.

3.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

3.1 Financial Implications (FIN25-26/3746)

Capital

- 3.1.1 A General Fund budget is required in the Capital Programme 2025/26 of £58,500. This can be financed from the Capital Reserve.

Revenue

3.1.2 The existing monthly income from private sector customers is £26 per unit. If an additional 300 units are installed by October 2025, this would generate approximately £46,800 in revenue for the 2025/26 financial year. The current cost of SIM cards is £40 per unit annually, resulting in a projected total cost of £6,000 for the same period.

3.1.3 The net position along with a full year effect for 2026/27 is shown below:

	Per Unit	Units	2025/26 from October 25	2026/27 full year
Rental income	£26.00	300	-£46,800.00	-£93,600.00
Additional expenditure	£40.00	300	£6,000.00	£12,000.00
Net income			-£40,800.00	-£81,600.00

3.1.4 It is expected that costs will increase for the additional equipment and figures for this are currently unknown, but prices for the service are reviewed during the budget setting process each year.

3.1.5 Any additional overtime and mileage caused as a result of these additions can be facilitated within current year budgets.

3.1.6 The additional net income will be shown as a favourable variance on the Q2 budget monitoring report.

3.2 Legal Implications LEG2526/5305

The Portfolio Holder is the appropriate decision maker. Paragraph 6.3.8 of the Financial Procedure Rules confirms that changes of between £10,000 and £150,000 can be approved by Portfolio Holder.

3.3 Human Resources Implications HR2526/2363

3.3.1 There are no staffing implications to this report as it is understood that recent increases to the team are adequate to manage the outlined / anticipated increase in users. If in the future, there is felt to be a need for additional staff, a separate report will be brought to SLT and comment will be provided as required.

3.3.2 As an increase has taken place, and further increase is anticipated, it is necessary to keep workload under review to ensure appropriate staffing levels to deliver an effective service and to ensure that existing staff are able to maintain their work life balance.

3.3.3 In terms of equalities, again, there is nothing that impacts existing staff but an increase in units, and therefore increase in service has a positive impact on both our tenant and residents, and those in other areas given the impact this service has on allowing individuals with additional needs to continue to live in their own home.

3.4 Privacy implications

3.4.1 There are no direct privacy implications to this report.

3.5 Cyber & Digital Implications

3.5.1 There are no direct cyber and digital implications to this report, as the Careline equipment is not connected to the council's network and is supplied by a separate broadband connection. Support for the equipment is not provided by the council's internal ICT & Digital Services department.

3.5.2 Advice should be sought from the supplier and incumbent regarding the security of these devices, and best practice followed for the setup, installation and device hardening.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None.