



Linkline Telecare Service Consultation

Information and questionnaire

What is this consultation about?

The amount of money that Lewisham Council is being given by the Government is going down. At the same time, the number of people needing our support is increasing. This puts a big pressure on services such as Adult Social Care at a time where there is less money to spend.

Mayor and Cabinet is therefore considering a range of savings proposals about Adult Social Care, including the Linkline Telecare Service.

The Linkline service is also looking to become more efficient, with better support, through investment in new technology and equipment.

This consultation gives you the chance to share your views about the proposal to offer just one type of Linkline service to new users and also the proposal to revise Linkline charges on a yearly basis for all service users. It is very important that we hear from you and we welcome any comments you would like to make.

Please note that this particular questionnaire is for Linkline customers who are either home owners or live in private rented housing, or for any social housing tenants that receive a bill directly from the Council for their Linkline service.

Service users that live in residential housing schemes or who are social housing tenants (billed for their Linkline service by someone other than the Council e.g. as a service charge on their rent statement) will be consulted separately through their landlord regarding any proposed changes to their charges.

The closing date for this consultation is **Monday 1st January 2018**.

How can I take part in the consultation?

Please complete this paper copy of the questionnaire and return it to us in the envelope provided. Postage has already been paid, so you do not need to attach a stamp.

If you would prefer to complete this questionnaire online then you can do so at the following link:

https://lewisham-consult.objective.co.uk/public/community_services/aac/linkline

If you need this consultation in a different format (e.g. large print or Easy Read) or require support in a language other than English, then you can also contact us.

Contact details are as follows:

Email - linkline@lewisham.gov.uk

Telephone - 020 8314 3141

If you need help in completing this consultation, family and friends are likely to be the best and easiest source of support. Independent advocacy is also available through Healthwatch Lewisham and Bromley. Healthwatch's Involvement Officer, Peter Todd, can be contacted on petert@healthwatch.co.uk or by calling 020 8315 1916. This service is available from Monday to Friday between 9am and 5pm.

We will also be holding a series of drop-in sessions which you are invited to attend. These provide you with the opportunity to speak directly with Linkline staff about these proposed changes. Details of these drop-in sessions are as follows:

- Monday 20/11/2017 (6pm – 7pm)
- Tuesday 21/11/2017 (2pm – 3pm)

- Thursday 23/11/2017 (2pm – 3pm)
- Monday 27/11/2017 (2pm – 3pm)
- Thursday 30/11/2017 (6pm – 7pm)

Venue: Roseview 122 Marsala Road, Ladywell SE13 7AF.

Please note that access to this building is restricted so please ensure you **confirm your attendance in advance** by emailing linkline@lewisham.gov.uk or calling on 020 8314 3141.

What is Linkline?

The Linkline Telecare Service provides an emergency response service 24 hours a day, 365 days a year to anyone who feels vulnerable or at risk.

The Linkline service includes a home telephone unit and an emergency button, which can be fixed or worn as a pendant. When the button is pressed or activated by a telecare sensor an alert is raised at the control centre. Appropriate action is then taken by staff at the control centre. This may be to contact relatives or friends, to call the emergency services or for the Linkline staff to respond by visiting the customer at home.

Many older people living alone and younger people with disabilities rely on this service to live independently within the community. Additional sensors can be added to the basic alarm package to protect against environmental hazards, for example fire, flooding and the threat of intruders. These sensors are available to people who have had a social work or occupational therapy assessment.

Linkline responders are also increasingly being called out to help people up from the floor after a fall, which is known as assisted lifting. This service avoids the need for a hospital visit in most instances.

What are the proposed changes?

Please note that this particular questionnaire is for Linkline customers who are either home owners or live in private rented housing, or for any social housing tenants that receive a bill directly from the Council for their Linkline service.

The following two proposed changes to the Linkline service are currently being consulted upon:

PROPOSED CHANGE ONE: To offer one type of Linkline service to all new customers

What do we do now?

Currently there are two types of service offered by Linkline:

The **Full Visiting Service** is where the Linkline Service holds a spare set of keys to your home. In the event that your alarm is activated, Linkline staff will visit your home to provide you with assistance.

The **Telephone On Service** is where the Linkline Service has a list of telephone numbers for your family and friends. In the event that your alarm is activated, Linkline staff will contact your designated relative or friend who will then respond.

More than three-quarters (78%) of existing service users receive a Full Visiting Service, with less than a quarter receiving the Telephone On Service.

What are we proposing to do in the future?

The Telephone On Service was established to provide choice for those who have family and friends living locally that could be depended upon in an emergency. However, the number of people who have reliable local support has reduced and demand for the Telephone On Service has fallen by 16 per cent over the last year.

For some people with increasing frailty there is an advantage in having a responsive Full Visiting Service that can provide help in an emergency, such as a fall. This may also allow the individual to remain at home rather than visit the hospital unnecessarily, supporting our aim of providing a more preventative and wrap-around service.

Therefore, the proposal is to stop offering the Telephone On Service for all new service users going forward and only provide a Full Visiting Service.

If you are already using the Telephone On Service then you WILL NOT be affected by this proposed change. Your service will continue as normal, though you are welcome to change to the Full Visiting Service if this better meets your needs.

PROPOSED CHANGE TWO: To revise the Linkline charges on a yearly basis in line with inflation and other service costs

What do we do now?

For those customers who are either home owners, live in private rented housing, or are social housing tenants billed directly by the Council for their Linkline service, the charges are £5.64 per week for the Full Visiting Service and £3.55 per week for the Telephone On Service. These current charges fall short of the actual costs of providing the service.

Since 2005 there have been increases to the charge for the Linkline services but these changes have not occurred on an annual basis. In the last 12 years, the charge for the Full Visiting Service has increased by £1.75 and the charge for the Telephone On Service has increased by £1.87.

Please note that for those service users with a diagnosis of dementia, Linkline should be provided free of charge. However, we are currently working with Lewisham Clinical Commissioning Group to review the service offer for people with dementia.

What are we proposing to do in the future?

Going forward the proposal is that charges for Linkline services will be revised on a yearly basis in line with inflation and other service costs. This is to ensure that the service is not operating at a deficit and that investment in new technology and equipment offers a better level of support in the future.

Any increases to Linkline charges will be identified as part of the Council's annual budget setting process.

For 2018-19, the proposed increases to the weekly charge for Linkline services will fall between the following ranges:

- **Full Visiting Service** – increase of between £0.75p and £2.00p per week.
- **Telephone On Service** – increase of between £0.50p and £1.50p per week.

These proposed changes will impact ALL existing and new service users that either own their own homes, live in private rented housing or are social housing tenants that receive a bill directly from the Council for their Linkline service.

Service users that live in residential housing schemes or who are social housing tenants (billed for their Linkline service by someone other than the Council e.g. as a service charge on their rent statement) will be consulted separately through their landlord regarding any proposed changes to their charges.

The questionnaire

What follows is a series of questions about the proposed changes that have been described on the previous page of this consultation. You do not have to answer all of these questions, only those that you feel are relevant or of interest to you.

Are you:

(please select all that apply)

- A Linkline service user
- A friend or family member of a Linkline service user
- An advocate for a Linkline service user
- Other
(please specify).....

Do you currently receive a package of care organised by the Council?

(please select one answer)

- Yes
- No

Which of the following best describes you?

(please select one answer)

- I am a home owner
- I am a tenant in private rented housing
- I am a tenant in social housing
- I live in a residential housing scheme (e.g. extra care or sheltered housing)
- Other (please specify).....

Do you use either of the following Linkline services?

(please select all that apply)

	Yes	No
Full Visiting Service (Linkline staff visit me in response to my alarm)	<input type="checkbox"/>	<input type="checkbox"/>
Telephone On Service (Family or friends visit me in response to my alarm)	<input type="checkbox"/>	<input type="checkbox"/>

Note: Only answer the next question if you currently use Linkline's Telephone On Service:

Do you feel confident that you have local support available from family, friends or neighbours to respond to any call for help?

(please select one answer)

- Yes
- No
- Don't know

Do you currently pay for your Linkline service?

(please select one answer)

- Yes
- No

Over the last 12 months, how frequently have you used the Linkline service?

(please select one answer)

- Daily
- Weekly
- Monthly
- Less frequently than monthly
- I have not used the service in the last 12 months

In the last 12 months have Linkline staff visited you in your home in response to an alarm?

(please select one answer)

- Yes
- No

To what extent do you agree or disagree with the proposal to offer only one type of Linkline service (i.e. Full Visiting Service) to new customers?

(please select one answer)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

To what extent do you agree or disagree with the proposal to revise Linkline charges on a yearly basis to bring them in line with inflation and other service costs?

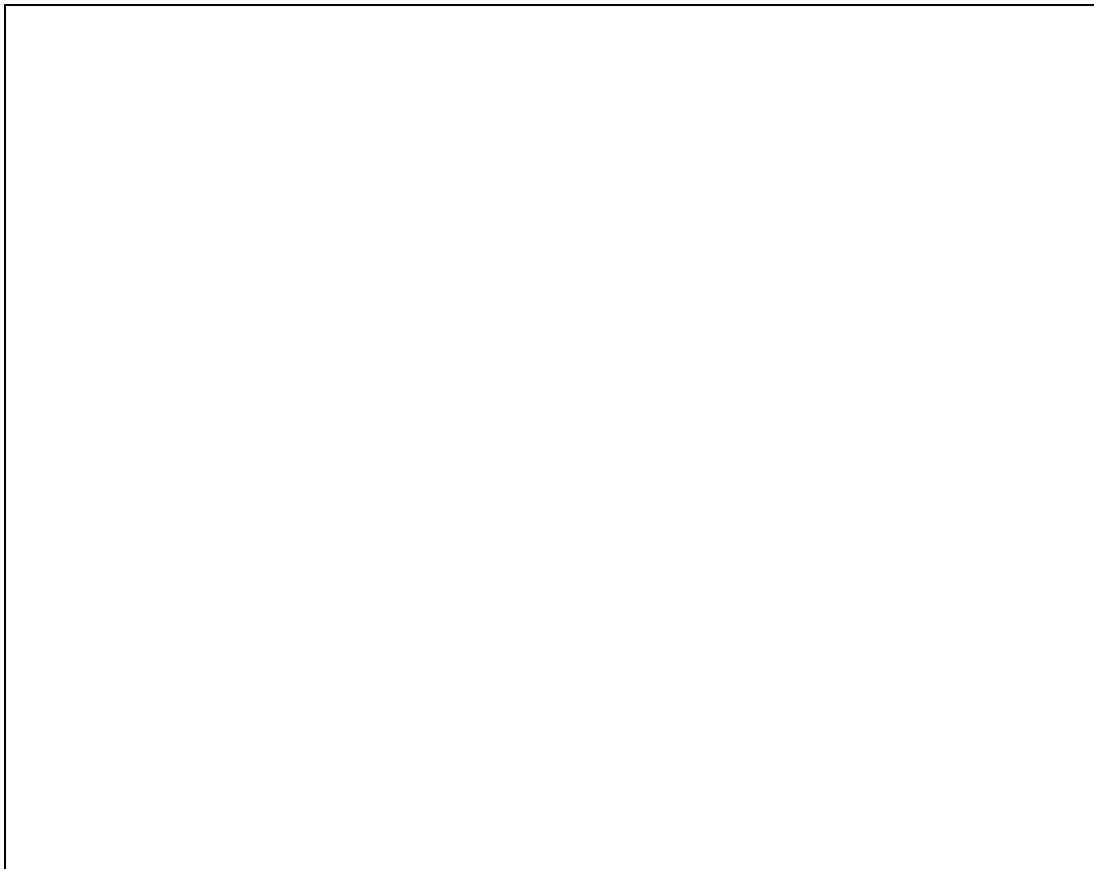
(please select one answer)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

For 2018-19, the proposed increases to the weekly charge for Linkline services will fall between the following ranges:

- Full Visiting Service – increase of between £0.75p and £2.00p per week.
- Telephone On Service – increase of between £0.50p and £1.50p per week.

Do you have any comments about the proposed changes to Linkline charges for 2018-19?



Would the proposed changes described in this consultation stop you from using the Linkline Service in the future?



If you will be affected by these proposed changes, is there anything that the Council could do to reduce any concerns that you might have?

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About you

The following monitoring questions help us to be fair and inclusive in the work that we do. All questions on the form are **voluntary** and you do not have to answer them.

The information that you do provide helps us to understand who is sharing their views and influencing our decision-making. It also helps us to ensure that nobody is discriminated against unlawfully.

Any information that you do choose to provide on this form will be treated confidentially in accordance with the Data Protection Act 1998.

Age Please select your age group	<input type="checkbox"/> Under 18	<input type="checkbox"/> 55-59
	<input type="checkbox"/> 18-24	<input type="checkbox"/> 60-64
	<input type="checkbox"/> 25-29	<input type="checkbox"/> 65-69
	<input type="checkbox"/> 30-34	<input type="checkbox"/> 70-74
	<input type="checkbox"/> 35-39	<input type="checkbox"/> 75-79
	<input type="checkbox"/> 40-44	<input type="checkbox"/> 80-84
	<input type="checkbox"/> 45-49	<input type="checkbox"/> 85+
	<input type="checkbox"/> 50-54	<input type="checkbox"/> Prefer not to say

Disability Under the Equality Act 2010 a person is considered to have a disability if they have a physical or mental impairment which has a sustained and long-term adverse effect on their ability to carry out normal day to day activities.	
Do you consider yourself to be a disabled person?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
Please state the type of impairment that applies to you. People may experience more than one type of impairment, in which case you may indicate more than one.	
<input type="checkbox"/> Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	
<input type="checkbox"/> Sensory impairment, such as being blind/ having a serious visual impairment or being deaf/ having a serious hearing impairment	
<input type="checkbox"/> Mental health condition, such as depression or schizophrenia	
<input type="checkbox"/> Learning disability/difficulty, such as Down's Syndrome or dyslexia or cognitive impairment, such as autistic spectrum disorder	
<input type="checkbox"/> Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy	
<input type="checkbox"/> Other (please specify)	

Ethnicity What is your ethnic group?	White	<input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British
		<input type="checkbox"/> Irish
		<input type="checkbox"/> Gypsy or Irish Traveller
		<input type="checkbox"/> Any other White background (write in)
	Mixed / multiple ethnic groups	<input type="checkbox"/> White and Black Caribbean
		<input type="checkbox"/> White and Black African
		<input type="checkbox"/> White and Asian
		<input type="checkbox"/> Any other mixed / multiple ethnic background (write in)
	Asian / Asian British	<input type="checkbox"/> Indian
		<input type="checkbox"/> Pakistani
		<input type="checkbox"/> Bangladeshi
		<input type="checkbox"/> Chinese
		<input type="checkbox"/> Any other Asian background (write in)
	Black / African / Caribbean / Black British	<input type="checkbox"/> African
		<input type="checkbox"/> Caribbean
		<input type="checkbox"/> Any other Black / African / Caribbean background (write in)
	Other ethnic group	<input type="checkbox"/> Arab
		<input type="checkbox"/> Any other ethnic group (write in)
	<input type="checkbox"/> Prefer not to say	

Gender Are you:	<input type="checkbox"/> Male
	<input type="checkbox"/> Female
	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Gay / lesbian
	<input type="checkbox"/> Bisexual
	<input type="checkbox"/> Other (write in)
	<input type="checkbox"/> Prefer not to say

Thank you

Thank you for taking the time to share your views with us, it is greatly appreciated. The results of this consultation will be reported back to Healthier Communities Select Committee in January 2018 and Mayor and Cabinet in February 2018. A summary report will be made available on our website. You may also request a copy by emailing michele.oliver@lewisham.gov.uk