

Appendix B: Telecare Consultation Analysis Report

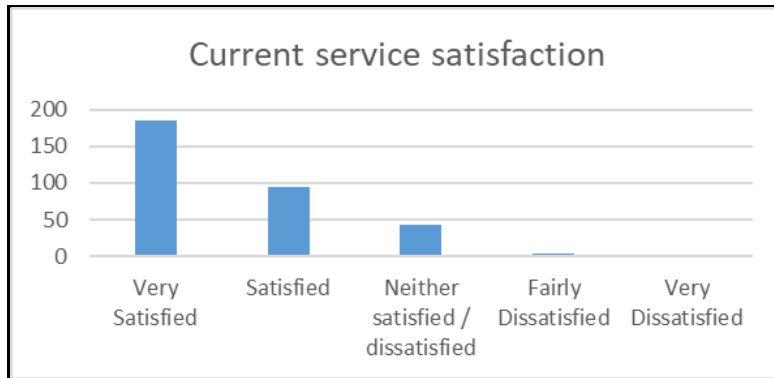


Name of Consultation	Telecare Charging Consultation
Date of Consultation	2 nd April 2024 – 3 rd May 2024
Consultation Summary	This consultation was held in order to inform the Council's proposal to introduce charges for the use of telecare. A four week consultation was held with the cohort (n=925) of potentially affected service users who currently receive the service for free.
Methodology	A questionnaire was developed with the aim to provide information to service users about the charging proposal. A letter was sent to all telecare users directly affected by the proposal which included a letter with information about the proposed charges, questionnaire and a freepost envelope.
Responses Received	329 completed questionnaires were completed and returned to the Council
Consultation Lead & Analysis	Daren Mulley, Senior Commissioning Manager
Use of Analysis	Findings from this consultation has informed the Equalities & Health Impact Assessment and the Executive Decision to introduce charges for the telecare service.
Report Date	20 th June 2024
Version	1

Question 1: How satisfied are you with the service?

Response: 327

Data:



Very Satisfied	185	56.50%
Satisfied	95	29.1%
Neither satisfied / dissatisfied	43	13%
Fairly Dissatisfied	3	0.9%
Very Dissatisfied	1	0.3%

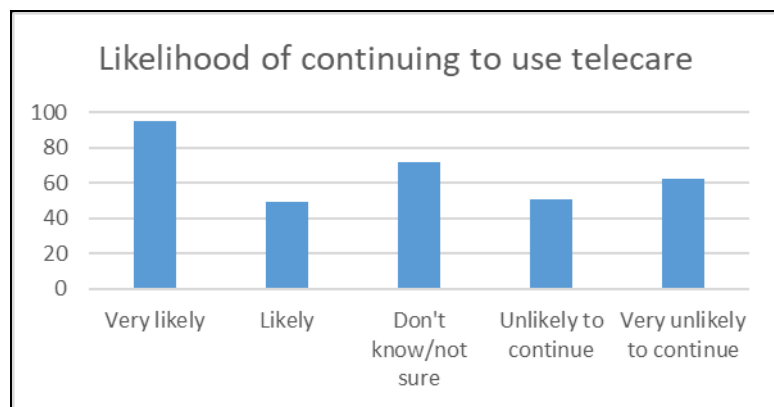
Analysis

- A significant proportion (85.5%) of the respondents were either satisfied or very satisfied with the current telecare service.

Question 2: How likely are you to continue to use the telecare if charges are introduced?

Response: 329

Data:



Very likely	95	28.80%
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Likely	49	14.80%
Don't know/not sure	72	21.80%
Unlikely to continue	51	15.50%
Very unlikely to continue	62	18.80%

Analysis

- 43% of the respondents were likely or very likely to continue to use the telecare service if charges were introduced.
- 34% of the respondents were unlikely or very unlikely to continue to use the telecare service if charges were introduced.

Question 3: If you are unlikely to continue using telecare, can you please tell us why?

Response: 136

Please see Appendix A for the written responses

Analysis

The key themes from the comments were;

- The proposed charges being considered were too expensive.
- Service users had insufficient financial resources to pay the proposed charges.
- The wider cost of living pressures on household budgets would make it difficult to pay the proposed telecare charges.

Question 4: How will the introduction of a charge for the telecare service affect you?

Response: 215

Please see Appendix A for the written responses

Analysis

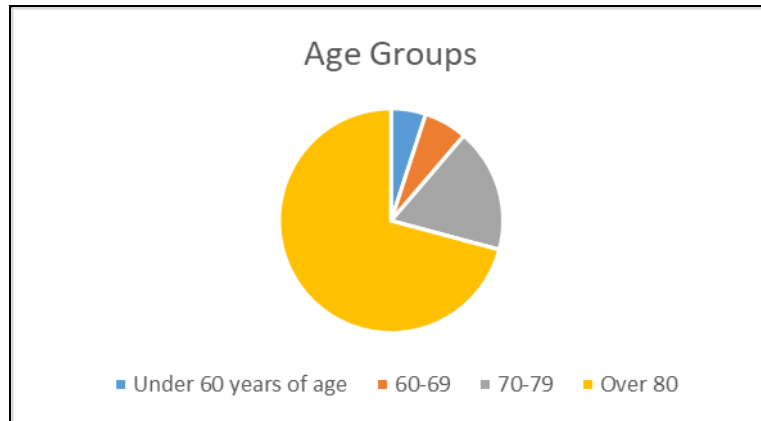
The key themes from the comments were;

- The proposed charges would increase pressure on household budgets
- The charges would compel service users to either leave the service or re-assess household spending priorities
- The charges could potentially affect independence, health (e.g. increase in emergency service call outs, hospital admissions), safety and the sense of reassurance (to self and family) the telecare service provides.

Question 5: What is your age group?

Response: 319

Data:



Under 60 years of age	16	5%
60-69	20	6%
70-79	57	17.80%
Over 80	226	70.80%

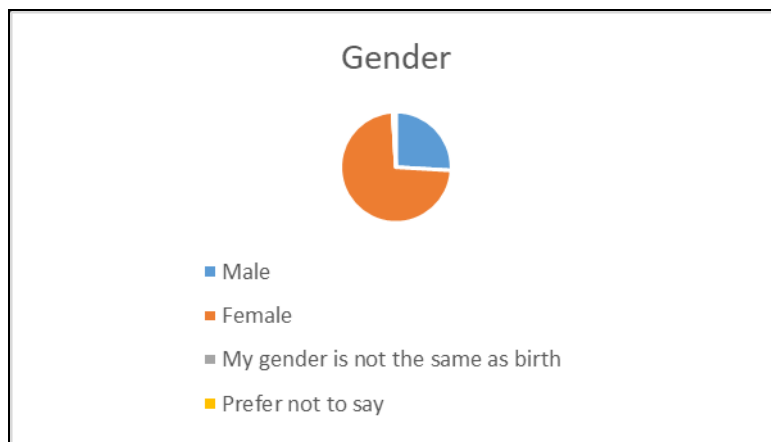
Analysis

- A significant proportion (70.8%) of the respondents were aged 80 or over. The total cohort aged 70-84 is 35.5% with those aged over 85 accounting for 49%.

Question 6: What is your gender?

Response: 320

Data:



Male	83	25.90%
Female	234	73.10%

My gender is not the same as birth	0	0%
Prefer not to say	3	0.90%

Analysis

- A significant proportion (73%) of the respondents were female. The gender of the potentially affected cohort of users of the telecare service shows that 87% are female.

Question 7: Any further comments to make?

Response: 142

Please see Appendix A for the written responses

Analysis

The key themes from the comments were;

- Dissatisfaction and opposition to the proposed charges
- Requesting the Council to reconsider its proposal and either maintain a free service or reduce the charges
- The charges would compel service users to either leave the service or re-assess household spending priorities
- The benefits of the current service in relation to independence, health, safety and the sense of reassurance (to self and family) and the potential risks and impact the removal of the service could have on these.

Appendix A: Written Responses for Questions 3, 4 & 7

3. If you are unlikely to continue using telecare, can you please tell us why? (136 Responses Received)
I've only used it once
Not sure if I can afford it as I am on a state pension
The charge is too high
Due to the financial current situation trying to find a regular monthly payment would be a worry. I will call 999 and hope the for the best
I can not afford the charge
Not sure if I can afford it but it's really important for me to have it as I have fell 3 times and needed the help
Worries about cost of living and adding another cost to increasing bills
Money is required elsewhere
The proposed cost on top of paying rent and tax and water rates would be too much
Cost of living - you can't keep expecting pensioners and sick people especially vulnerable to keep paying
I would need a pension increase to cover the cost
Having had numerous falls I am dependent on this service as I am an 84 year old living on my own
I was taken very ill, pressed button and told 'Oh no, we only come out now if you've fallen over'. I live alone and after I called 999 myself and was taken to hospital
Whilst I have been very fortunate to have had this service for free since 2014, I feel like I would not like to have to meet the new charge should it be imposed
Proposed amount equates to my pension increase for this year and as such makes the cost prohibitive
I am 93 years old and telecare enable my family to feel that I am safe. I also feel safer with this service as I want to continue to live alone in my house
Our finances will not reach to the many increases in the cost of living. Unfortunately our pensions are stretched to the limit
Cost - plus I can keep my mobile on me in case of an accident
As a disabled person who lives alone having this equipment has given me peace of mind and should I have a fall or be incapacitated that I am able to get help. I have to date not needed to use the service, but have peace of mind knowing there is someone there
Upon leaving hospital last year I was still very ill and I found the service gave me a lot of confidence to move around my home to the point that now I feel I no longer need this service
I have had one for years and haven't paid, why should I start paying now?
This service has been free to my parents for many years and give people peace of mind to them and the family. To ask a 95 year old to start paying I find disgusting as does my mother and all the family
The £32 per month might be difficult to find
Keeping elderly safe at home is council's responsibility. It is not a optional matter for the council to provide for and let elderly people pay for telecare of the same needed it so.

Can not afford it, food first!
It will be too expensive
I believe this should be a free social care service
Will reduce my pension
I can not afford to pay for it
My Dad has funded his care for the last 4.5 years. His life savings have almost gone and I have requested a financial assessment from social services. He is 95 and needs this service more than ever but unfortunately his finances will not allow this.
Would not be able to afford it as I am only on PIP, ESA as the cost of living has gone up
Because of the amount you're charging
As I am registered partially sighted and have had a stroke I would like the service but feel it would get too expensive. This is just the beginning and I would expect that it would increase every year like the cost of the green bin and every other Council service
A 93 year old living on small pension worried the cost will impact on my health if I need to cut down on other services
Due to financial trouble and shortcoming another charge for something again means that things will need to be prioritised first and this means losing this service if fee applies
I really need this service as am 85 year old wheelchair bound cancer patient. But the Council has no concept of opportunity costs spending gov't reduced spending of 5% on Islamic centres on recent TV programme single unsupported ethnic mothers is loathsome woke ideology leaving our streets, pavements, roads and adult services in a shameful condition
I would like to continue because my wife can't get in or out of bed. If I got any turn, I had health trouble about 8 years ago and had stents put into my heart
Provides confidence to stay in my own home in case I have a fall. I have limited mobility
The telecare service has proven to be life saving for both my late father and now my mother. Asking my mother to make a choice based upon price shows a lack of awareness regarding the level of importance of the service. Physically my mother will not be able to decline the service thus incurring a £400 per annum charge
Thankfully I haven't needed to use the call out service so far, but having it there is a great comfort as I live alone. I thought it would always be provided free. The only benefit I claim is the state pension as I try to support myself financially. I am a pensioner with many health issues and mobility problems; this charge seems excessive.
Not prepared to pay fee
I think that it's too much money
Will probably continue using it as an insurance policy - hope we'll never have to use it but nice to know that it's there for an emergency. Would be prepared to pay a small charge but this seems a bit steep.
My mother is 91 years old lives alone. Housebound, the telecare service is vital to her and our peace of mind. We would have to take the cost into consideration!
I will not be able to afford the charges
Another financial hit on finances already stretched by current economic charges
It's a bit too costly with the other bills going up
£7.52 is very expensive. I live alone. I am 97. My income is limited
Despite only receiving a state pension and a small private pension I am expected to pay. I have to make savings somewhere and as my complaint is COPD by the time the medics get in I will likely be dead anyway
Won't be able to afford the extra cost at this time. I don't use it as it is so why would I pay for a service I don't use

The cost of £7.52 a week is quite a large sum what with increase council charges.
£7.52 is too much per week so I will not continue when charge is introduced
I can't afford to pay for it. The cost of living is so high I already have to budget for food, gas, electricity, etc
Will not be able to afford it. I am on a low income
I am on pension credit, attendance allowance, etc and the cost would be prohibitive
This is exorbitant. Would have to think about this
Would have to consider the cost. Currently funded but based on the proposed charge would have to pay approx £40 / month which is quite an increase
I will be unable to afford it. My rise in pension and disability does not compare to my other increases for bills coming in which is much more to pay out
£360 a year is too expensive
Mum is in palliative care, bed ridden
With the cost of things we have not got the money to pay another weekly charge
Cost of living too many bills going up
I live alone. I use a wheelchair. I am diabetic, asthmatic and eye problems. I need telecare for emergency
Just seems a waste of money if emergency was happening would be able to summon help with the 999 system. She is rarely alone in the home due to care professionals and nephew
The cost of this service
Mum is having palliative care at home and is immobile. I would be returning in the near future anyway.
I would not be able to afford it. It is my panic button and I feel safer with it. It has been very helpful at times
My wife is in a care home. I have paid £3,800 per month since 2023 and will have to continue to do so until the well runs dry. With everything going on I don't want another expense.
Although I need the service when I am alone I have had a previous encounter with the service where I was left with a broken hip in my house so I do not have faith in paying for a service with minimal assistance. It is cheaper to pay for the service privately.
Couldn't afford it anymore
The cost as everything is more and more expensive
Mainly the cost. Originally we paid a nominal fee of under £10 which was a fair and meaningful contribution. Couldn't this be brought in again?
I am afraid my money will not stretch to pay it. I am quite unwell enough another expense is more than I can cope with this. I have had many falls and been unable to get up. 50 falls is about the least I had.
We are on a basic pension with the cost of living at the moment we would find very hard to manage
Although I have the system I have thankfully not had to use it. If I do not have it I would have to take my chances and hope I will not need it. I do not wish to pay for something that is on stand by
It is another charge when we are paying full rent and full council tax
I was in hospital when this service was arranged. I have a knee replacement which was not successful and five broken bones in my leg when I fell over suffering from vertigo. I have a walking aid which is a great help. I have only used this service once and was very grateful, it gives me peace of mind. I think this charge is targeting the elderly.
Old age pensioner, widow, diabetic on insulin, disabled. Money is an issue and I would have to cut out food or cut down on heating to pay

At over £400 a year for a service that I have never used that is a huge insurance premium
Unaffordable paying over £30 a month for the basic package is unrealistic for many pensioners
I won't be able to afford it. My electric has gone up, my Sky has gone up, my food bill has increased and then you are going to charge £30 (more or less) for this service. I just can't do it
Sorry I just can't afford £7.52 on top of my rent and other bills
Trying to convince my mum who has Alzheimers that she may need to start paying sends her into a panic and becoming anxious - not being able to cope with new direct debits and new arrangements. She feels it's a lot of money and can not afford it
I help Aunt with her financial worries. I don't think her pension will go much further the way everything is going up. She s already on pension credit
After the excessive rise in council tax and the cost of living this proposed charge is too much for my budget
I would not be able to afford the weekly cost
Another increase in living costs! Running out of savings
This is another charge to cope with on top of council tax + gas/electricity which have to be paid. Costs of everything is increasing all the time
I am filling this in for my mum. She has Alzheimers - this device is a lifeline even though she has Alzheimers she knows to push in an emergency. She will not be able to afford to pay so we are not sure what will happen in an emergency. Probably left to die
Because I do not use it
It was given free as it was required so why I should I pay for it now aged 84
I am finding it very difficult to survive on my pension. I just cannot afford to pay anything extra
I think that taking £391.04 out of my pension is too high a price annually
I feel it is very unfair that I have to start to pay for this service. I am profoundly deaf with no speech and if I need to press my alarm I cannot respond and have to rely on the controller to knowing I need help
In answer to question 2 it's not as easy as ticking a box. My mother like many others needs her telecare alarm, but like all of us is affected by the huge rise in the cost of living which does across the board. She is a 90 year old who receives the highest disability payment, my husband and I are her carers. She has many health issues and spends her days at home being cared for. The principle and shame of this proposal is the 'no care' provided for our elderly, it is a poor show, what have we come to! So in answer to question 2, I don't know if she can afford to continue. We will have to see what the next proposal brings.
I still have a mortgage
I can't afford it
I was initially let down by your company providing the wrong alarm then the call was not answered when I needed help in an emergency. I have stayed with telecare but my family will look for alternative providers
Because I will not be able to afford it
I was born in Romford and worked from the age of 16 until I retired. I am now age 78 and have never asked this Council for anything and just when the telecare makes me feel secure in case of a fall, I can get help. I think to make us disabled people pay for this is not only very cruel, but just about as low as this Council can get
I could not afford it as I have a low income/pension credit
Financially an extra burden as I pay for carers and help with garden and chiroprapist as I am diabetic and partially sighted

I cannot afford £391.04 a year
Cost is an issue but unlikely to stop as there is no other option in case of an emergency
I currently pay for two carers. Something will have to give
My husband is now in a home. We have moved out of Havering and now reside in Colchester. I no longer require this service
I had a stroke 18 months ago and cannot walk. I fall over sometimes and need help to get up. My wife is very small and cannot help me to get up so I need telecare to help me. On one occasion I fell and hit my head and telecare called an ambulance for me which arrived in a matter of moments
I will not be able to afford the pendant telecare service
We have two pendants. The cost will be too high
Telecare is a lifeline for me on me own. I have cerebral palsy and epilepsy too and I know I'm not on my own
I think asking for a charge for this is disgraceful
Because at the age of 84 and having suffered a stroke I feel I should not have to pay
On pension credit. I am 90. Cannot afford
As a 90 year old woman I have worked and lived in Havering since 1964. With the cost of living this is unacceptable
Slow in response
Cost it's a bit high - she's 89!
As usual you are penalising the vulnerable
The cost. I was given subsidised due to financial difficulties. There should be exceptions. I do receive care from NHS. I get a personal health budget. I'm assessed as needing care 4 times daily. I use wheelchair all the time
The cost involved is too much to pay. My outgoings will not meet or add up. Sometimes I buy medication for my needs. Cost of living is rising and with other expenses including saving for maintenance, repairs, house keeping, gardening costs, security and a lot of financial needs
The cost will be one more burden on costs of all other things at present
Just everything is getting expensive and our pensions are not keeping up with these increases
Cannot afford another bill
I think the charge is excessive. Why is the charge so big?
At present I am unlikely to continue using the telecare service if as proposed I will be charged for using the service which I think is unfair. It was recommended to me by professionals that I should have the service due to my medical conditions and for health and safety reasons
I pay for all the care I receive at home, cleaner, physio and carer in the morning as I am wheelchair bound, this would just be another expense
I don't think we should pay for this service, I am 89 years old!
It has gone up in price nearly every year that I have had it, it has already gone up this year nd now you want to put it up again. You really are scrapping the barrel, how low can you get! Most of my age is using our savings to live on, not benefit!!
At my age I think it should be free. I am nearly 83. How do I send my monitor to you?
The cost you are proposing for myself (92 years old) on a very basic pension makes like so difficult financially
Costs hundreds and other competitive suppliers in the market
Cost will be too high
Because of the cost I cannot afford to pay as on low income which does not cover my living and care costs already

It will cost a lot each week - more than I or many can afford
I have not used it very much but it is reassuring knowing that it is available should it be necessary
The cost would far too high as I only receive pension money and it is already difficult to make ends meet
I have had this facility for over two years and although I find it comforting I have never had to use it

Q4. How will the introduction of a charge for the telecare service affect you? (215 Responses Received)

I am over 85 years of age and don't have that amount of money every month. You have already put our garden bins up.
I can't afford that as I am struggling with paying my own bills
My health has deteriorated to the point where I have to have carers come in twice a day to look after me. I have a pension of £900 and now, with this care package, have outgoings of £1600 per month. So a further charge (£421.14) would have quite a severe effect on me.
I feel safe to know that I am the end of a call. Thank you.
I am now 90 years of age and have pay for a cleaner, gardener, shopping delivery and some times a taxi as I am now less able to use public transport. This is all extra money that I have to pay out of my pension.
It will affect me financially and put me at risk if I am unable to pay for it
I will ensure to carry my mobile phone at all times
Used to be free! I don't get much for council tax but it's a good service and I like it
Cutting back further on heating/food
Approx £30 a month is a high charge following what has been a free service
I'm paying tax on my state pension, it seems if you were thrifty, you are then penalised in later years. If you try to be independent instead of using adult social care, again you're penalised. The 8.5% increase has been swallowed up by numerous other increases. To charge for this service will result in people lying on the floor in agony because they can't afford to pay.
I am happy to be charged. I think that is perfectly fair
This new charge will really affect my finances. I do not get any benefits so to me the proposed charge will be astronomical. Not happy about it!!
I consider the sum of £7.52 exorbitant especially for those older people who want to continue to get out and socialise and do not rely on social services for anything else. Obviously there will come a time when I will not be able to help myself then I will have to consider the situation. Until then, I will rely on neighbours and phone. Please do not do this to old people
I am on my own with very limited money that I have to stretch out
This is the only care I receive - I am not dependent on any other service. I have lived in LBH for nearly all my life and this has been the one and only service the Council has provided for me.
I wouldn't be able to use the service anymore
It will leave me short of money. I don't have any savings
It will make me stressed as I can't keep paying for everything due to the cost of living crisis, fuel and food prices so I will have to stop having this safety tool - unfair of the Council to start charging older customers maybe make it payable to all new customers
I would have choose between telecare and other help I need, e.g. cleaning

Makes it hard to pay with everything going up but I really need the button for peace of mind. I get no help. This is my only free care and has given me and my family peace of mind
I think a charge of £30.08 p/m is ridiculous, I won't be able to afford this extra payment. This service has been invaluable to me but that charge is ridiculous.
Can't afford to pay so in case of a fall will cause problems contacting someone
It will take money I use for taxis and also to pay people to do things I cannot do myself, i.e. cleaning, shopping, gardening
As I suffer with breathing and leg problems and dizziness also living on my own it gives me a sense of security knowing someone is at the end of the phone
This charge is absolutely disgusting, More money taken from the people who really need it. Taking from vulnerable people yet again
Have to have the pendant or I will need to get additional care. If it turns out I can not afford the cost I will require additional support for basic services (washing, get out of bed). I am 97 years old and live at home with very little support, the pendant gives me the confidence to continue without additional support
I will find this extremely hard to find the cost of this service in my pension. I am already on pension credit because I only receive the state pension. The service is more annually than my rates, boiler and home insurance. With the cost of living, I don't know where I will find the extra expense of £300 a year. I live on my own and have no family locally so I rely on this service!
I feel a safety net has been taken away
I will return the equipment and rely on my mobile
In the current financial situation where money is tight I would not be willing or able to pay for a service I have not used
A cost that I can not easily afford out of my pension
I could afford it but feel I no longer use it
This will impact on my daily finances but is an essential item that I need and therefore can not stop using it
As my mother already pays for her care which she was told she needed this is just yet another drain on her already dwindling resources. Disgusting.
Already paying for care so will affect me
£10 a month is a lot to pay for a 95 year old pensioner to pay
Not happy, not fair. Council is letting me down to oblige us to pay - just not right and fair.
It will just be an extra expense now we have to pay for our television and shopping is more expensive
As a pensioner £7.52 a week is too expensive for me
Take money from my very small pension
It is another expense at this time of decision making on what to buy for dinner, heating usage, cooking usage. What has to be changed in order to pay for this care
It will affect me but food first to sustain me alive
Personally I only have the pendant so my monthly increase will be approx £? However, those needing more items will find it costly on top of every other monthly increase. As usual, those with the most disability will be affected more
Very badly as care for my husband so depend on this at age of 93
I will not be able to continue having the telecare service which is currently free for me as I have epilepsy and am at high risk of injury or worse. Telecare supply me with a falls alert which gives me more independence, peace of mind and can ultimately save my life
Cost of living is already a strain on me, a pensioner, as I also have to pay for carers and heating to try and stay warm

My Dad lives alone with 4 care calls a day. He is 95 years old. He feels more secure with telecare at the end of the phone but if you start charging we will most certainly have to cancel. Surely social services will save money at first by stopping the telecare service but this will bring forward social assessments for the elderly therefore taking money from social services at an earlier stage
Having to pay out over £1000 per month for carers it will effect is very much. Surely we are entitled to some discount seeing as my husband is housebound unless someone takes him out in a wheelchair
Charge seems excessive
Not have the freedom and peace of mind as my carer goes to the shops leaves me at home
Obviously another bill to pay and another drain on our finances
Another important bill to pay! £30.08 p/m that's quite a lot of money but important
I have to continue to use telecare to keep my son safe, I pay for this already. A rise would cause me immense hardship as we barely manage to survive financially.
It's a great service so will be willing to pay for peace of mind
As I am on benefits I may struggle to pay
What with the gas and electric and water rates and now this it will affect everyone
Obviously a necessary and important service which is vital to safety and should be free. However, I cannot be without it
£7.52 adds up to £391.04 a year - extra cost when all other costs are increasing yet my pension isn't
I feel you are aiming again at the vulnerable. Council tax together with water rates and food prices. When all this is added there is not much left for food let alone luxuries
Will definitely affect me as I rely on it in terms of when I need it. Being disabled means some difficulties can be more challenging if this service will be taken away. I feel more safer and secure if this is in place
I understand why this has to be done. Just another nail in the coffin for us pensioners who have paid our taxes all our lives and are being penalised because we are old. It should be the younger ones supporting us! I don't agree with this at all!
I will not pay as however ill and disabled I am a NI tax payer formerly and taxpayer I loathe your political funding / woke choices. George Orwell's 1984 has come to present the UK
I do worry and get stressed a lot particularly regarding money and it would seem I am in a catch 22 situation now. If I pay it now money worries. If I don't it's possible future health problems. The pendant is a great comfort to me should I need emergency care but the proposed charge seems a little unfair
It all depends on how much I would have to pay when you let me know what the cost will be
I would like to understand the charge as I have a small pension to maintain the house I live in
The charge is okay with me because if I need them they are there for me
Having watched the Panorama programme it would seem a better approach to find out why one child is costing £28k whilst I would never want that child to receive reduced care. The question has to be why the council is incurring the charge. My mother cannot continue without this service. The risks would undoubtedly put her in a home
I will have to live on less pension
Money I can't afford to pay
I am an eighty-five year old living completely on my own. I have no children, brothers or sisters.
It will use the increase in my state pension so I will worse off finance wise
It's a case of necessity for my elderly mother so we must continue with the service but I think that charge is rather high for pensioners on a low or limited income - it is a life line for emergency help - really, surely there is somewhere else to get the money - pensioners have paid tax all their lives and are charged for everything as they get older. Of all the things to charge for you choose emergency care for the elderly. I think it's outrageous

This charge would affect me greatly. I am 92 years old living on a pension. I do not live an extravagant lifestyle and watch the pennies where I can. This service is really important to me and my children who worry about me when I am alone. I have a heart condition and need this service. To charge me for this service would greatly affect my income and put me under financial stress
The extra cost to my outgoing needs that are necessary
This will affect me greatly. I live alone and rely on telecare in case of emergencies as I am fully disabled
Extra expense along with increases in fuel costs along with increases to council tax
Difficult when added to the charges already increasing but as I live alone will have to manage
It will mean going without the one thing that gives peace of mind when carer is not at home for short periods when shopping, etc
Being a pensioner I will not have much left with my other bills
Why should a 97 year old have to pay for this service?
The charge is a reasonable price for the service
I will have to dial 999 every time I feel poorly to make sure I am able to get help. I will have to act more quickly or risk collapsing before I am. I am thinking about applying for some sort of sheltered housing with a resident caretaker on the premises.
I am very upset at the intention to charge for the only care I have - it seems you have no thought for the sick and old in Havering - I am 94, my daughter is 1.5 hours away and my son 2 hours away. I have it also for their peace of mind as well. I have a cleaner and gardener twice a month that I pay for and with the large increase in council tax and even larger increase in green wheelie bin it's going to be difficult. However, if I have to pay I think £30 a month is far too much £20 would be fairer. As my alarm button is now 10 years old, I feel if I have to pay at least I should have up to date equipment and button!
More money to pay for our already high cost of care for my husband who is bed bound and needs two carers four times all year round bank holidays included. Sometimes he can stand with help and a frame but is liable to fall even when at his best
If I give it up I will feel more vulnerable when alone
Any extra charge at this time due to the cost of living is not helpful
It would lead me to consider if it was something that was needed although it was essential when I lived at home. I now live in a residential care home.
Because I will miss as I have had a few falls
Massively. I am currently on many income support packages both from the government and local council and could not afford any charge that maybe imposed for the service. I have many ailments including severely partially sighted. My confidence to live alone without the comfort of telecare would be totally devastated
Another increase from my pension
Would have to consider if we could afford for how long if done a weekly basis especially as there are two of us who require the service
Financially any additional costs to services that are needed is not ideal
Financial worries and stress will have to cut down on heating and food to pay for this
I will have to rely on my family with a call which is unfair to them, I'll just call 999 instead. Thinking about it, my phone is a land line so I may not be near my phone
Will have less money to live on. I have to have telecare as I fall quite often and can't get back up. I need it to call for help
I will not be able to afford this service. I live on my own and at risk of falls. It will take my protection away
No peace of mind. I am safe if my partner/carers goes out and leaves me alone
Significantly - will be scared if I don't have the telecare service as I am 87 years old

I feel that £7.52p/w for peace of mind is better than no peace of mind at all. It's reassuring that help is at hand if it's required
I have a very limited income so could not afford any more outgoings
We would require the discontinuation of the service and will require the equipment to be uplifted
I would miss this wonderful service and the support I have
My utilities have gone up and the water rates are very high plus any food/groceries in the shops. In winter/autumn I usually cannot afford to heat my home and occasionally stay in bed to keep warm
Disappointed that the charge is being introduced. I will have less money each week. For someone who needs a bit of help at 90 and paid all my taxes, never had any benefits I feel this would be free of charge
I am in receipt of lower rate of attendance allowance which just increased so will be able to meet the payment from this
The cost but it is an essential service as I am nearly 94 and live on my own. I do not have any care support because I rely on my family
Being on a very low income I will certainly feel the charge
No way could I find £30 a month extra for my outgoing. If it were £7.52 a month I could possibly stretch it by cutting something else
Extra spending of money but I must have peace of mind to know help is at hand
It means I will have to find an extra £391.04 a year already on a tight budget
Any increase in outgoings will affect most people my age. Council tax has gone so I think that this should cover the telecare service
It will not affect me. I would like to carry on having telecare although I have not had to use it so far. I am happy to pay
Less money in pension for other things
We feel that nearly £400 is quite a lot and would like to suggest an annual fee, e.g. £50 plus a call out charge would be a better idea
As most of my bills are charged monthly I would have to budget over £30 a month on top of rate rises I might find difficult
Would have to pay. Really need the alarm
It won't affect me that much as long as the charges don't go too high
Will need to review income
£391.04 per year is a large amount out of a pension
I will not be able to afford to pay. For me this is a wonderful service as I live alone and I don't know how I will manage when I fall because it will happen again it always does. If this service is removed, how will I cope?
We will have to cancel your service
I would have it taken away
Additional cost burden at a time when the cost of living is so high. As a 91 year old with diminishing sight and limited hearing (use hearing aids) I am reliant on all help I can get beyond my immediate family. Hence, no option but to continue with telecare
I am 90 years old in June and rely on telecare for peace of mind to live independently. I only have my pension to live on so I think it's a bloody cheek to start charging. I have limited support and this helps me not make further demands on services from the Council
I will be paying for something that I do not currently pay for
I will have to re-budget my income on a limited budget
Quite a bit. Something else to find the money for
Additional cost I could do without?
The only way is now paying for it but I am willing to do that

I don't have family living immediately close so there would be a problem should I fall
An extra cost may cause financial problems
If I give up the pendant because of the cost then it will place me in a much more vulnerable position with potential costs to the NHS far outweighing the extra revenue you are hoping to raise
Won't be able to use it
My health issues have worsened pain wise so much so that I need to get myself a cleaner. I'm finding it increasingly difficult to do normal household chores and my living conditions are becoming unclean as far as dust, etc is concerned so I can't afford the telecare service and a cleaner too. Whilst this service is very good my money will only stretch so far and at the moment the cleanliness is the most important factor to me
The charge will lessen the pension rise so I will need to use a little less electric
Due to mum's Alzheimers it will be extremely difficult to convince her to pay for this service she has only ever known as being free. Setting up payments will bring a great deal of anxiety to her as she doesn't understand new information/procedures
Due to my two strokes I really need this service
My Aunt is a very strong lady. She has two knee replacements, kidney removed (cancer) also has a heart condition and carries patient alert card. I live 25mins away and her lifeline phone is a god send to me as they always call me if my aunt has fallen and she pressed the button on her pendant. My aunt can't get up if she falls on the floor because of her knees
I have Parkinson's disease so have falls. My nurse put this service in place after my wife died and I live alone so I will need to call on other services for help
Will be forced to use ambulance service
Telecare is a lifeline to me required when at home alone due to falls
I am 90 years old and blind and I need to have the telecare service but would not be able to afford to pay for the services. If I have to cancel the service I would be in a vulnerable position without any support.
I feel it's a good reliable service and operatives extremely pleasant
My family consider it an essential cost that will be covered
£7.52 a week - I'll need to get a paper round. £5.00 would be more acceptable
I don't receive any benefits and think for my age it is a service that I should be entitled to
She only gets a pension and with all other bills going up she will struggle to pay. She is 84 years old - let's help the aged - not penalise them!
Only slightly but a vital service never the less
Financial burden
Takes money away from me
Paying for something I was told I needed and didn't want. I won't pay and won't use it
Most days I wrap myself in blankets, when it gets really cold I put the heating on for a short period. At 83 years most of my days are spent sitting in my chair. Therefore I feel the cold. Soil bed clothes I now wash once a week. Everyday I look for way to make my pension go further
As I am pensioner I won't benefit as much as other pensioners who don't require a help line when we receive the increase from the government of £900 this year. Especially on everything essential like gas, water, electric, rates, etc have all increased
It affects me as I cannot actually speak to anybody at the other end. I have to rely on the call centre knowing I need help. I cannot hear what they are advising too
Poorer
It will affect my monthly budget so I will need to reduce my weekly family shopping in order to be able to cater for that. Reduce proposed amount by 50%
The additional cost will be a drain on my income. I already pay for carers, gardener and cleaner in order to stay in my own home

Due to the rise in the costs of living my monthly outgoings are more or less the same as my monthly income, therefore I would find £7.52 a week difficult. A reduction in the price may help. At the moment I am undergoing tests for Parkinson's Disease and being referred to social services by my OT. Maybe this will have an affect on my payment
It will put an extra strain on our finances which we could do without
I have been thankful in the past for the service provided by telecare. Increasing age and infirmity makes this even more necessary for me although the extra £30+ monthly will be an extra expenditure I could do without. I am grateful for the free service provided hitherto
Pensioners already have to struggle to make ends meet and this amount you want to charge weekly is extortionate
I will no longer be able to justify the cost
Another expense on top of everything else. More money for increasingly poor services from the Council
I would have to stop using it. Therefore I wouldn't be able to get help when I am on my own
It will not affect me too much. I have had telecare free for 18 months and they have been very reliable. I have no complaints
It all depends on what charges you will make for the service as I'm only on the state pension
It would cost too much per week and over a period of month on month as I receive benefits which means I cannot afford the service
I have to self fund all my care packages as I do not qualify for any help. My outgoings now exceed my income and with rising costs I will have to explore where I can save money. This may mean discontinuing with the telecare service
Will affect our weekly budget
Cut back on some things
I am happy to pay the charge for peace of mind because I live alone and have had falls
There have been many increases to the cost of living over the past year and this additional cost will be difficult for me. I only have the state pension
It will mean that I will have £7.52 per week less to spend on other necessities of my choice
I am a pensioner so will have to find the money
It would add further strain to my finances
I think it's very unfair to charge for this service as it is the older disability persons that require it more. For me, I will not feel as safe and secure on my own. But will have to take a chance
Really affect me as I am limited on financial funds as have bills to pay
Because I only get the state pension and my deceased husband's Ford pension. I have to pay for my carers as I am housebound and unable to do anything myself. This will affect me greatly
Terrible if mum needs help it will be difficult to get her the help she needs
I cannot afford to pay so I will just have to go without. I am unsafe without telecare but simply cannot afford it
It will make my life harder if I have to pay. But I could not live in my home without it as I have a lot of falls and cannot pick myself up
Hopefully not a problem if it is set up as a direct debit
It would affect my independence. It would be impossible for me to pay the charge. I would have to pay with it from my NHS continuing care personal health budget again otherwise I can't afford it! I previously collapsed in the kitchen and broke my tibia and it resulted in a bone infection which is still present
It will be difficult but is essential for me

It will affect me considering the challenges to my slow declining health, my needs may change at any time. This may need money. The future is not bright for some of us. Am always worried about the NHS and the need to help myself. All this involves keeping a little aside when needed most. It's getting harder for my family and I can't put my hope for financial assistance
This service is a security feeling - maybe not used much - but a good feeling as go about moving around
Not well unfortunately as both myself and my husband are frail and in our old age and are trying to manage
This will reduce my income by £400 a year on top of having to pay privately for help in the home and garden. My original limitations were caused by the removal of a cancerous bowel tumour which needs to be medically reviewed each year but I have also developed compression fractures of the spine and osteoporosis which have led to my need for help. I am 85 and need the help and reassurance of being able to get help if I have a home emergency and cannot reach or use the phone. I note that the cost will be reviewed annually. It will no doubt increase each year just like our council tax and green bin service so £7.52 a week is a high starting point.
Mr Sunak has given me an increase to my pension of £10.76 per week. Havering Council has immediately taken that away from me, e.g. £250 increase in Council Tax, 40p increase in parking charge, 50p increase in garden refuse and the proposed £7.52 per week charge for telecare use which adds up to £10.92
Have recently had a £2 increase. This now adds another £1.29 making £3.29 but am willing to pay the extra as a good service. Will not affect me too much financially
Does the charge have to be yearly? As I've already got quite a few bills to pay including my carers £17k for 52 weeks. I get £407 per month from social services allowance
I rely on this for my independence and it gives me great confidence living on my own knowing that a press of a button I can get help if I need it. Should these charges increase then maybe I wouldn't be able to use this service and that would be very disappointing
The introduction of a charge will affect me as it may mean that I will no longer continue to use the telecare service for what I consider could be the difference between life and death for me. It has been reassuring to my family and I knowing that I am able to call for help if necessary. It gives me a feeling of security knowing that I have the pendant
It will mean yet another bill to pay regularly and no doubt the cost will increase annually. I will mean less money to spend on food each month or else topping up from the savings. Definitely no treats like a replacement of clothing or a new T-shirt, or cancel the monthly periodical or the puzzle book. What an empty, boring life
With all recent increase, e.g. gas/electric, food this is likely to affect my monthly budget
I only get a pension so this will affect me. My bills have all gone up so I will not be able to afford this which will make me feel very unsafe and vulnerable
The value of the service to me who lives alone with no regular visitors outweigh the charge. The cost would have a minimal effect on my finances
I also have to cut down to pay to keep the house going and this could be the cut I have to make. I don't want to go on benefit
My medical is free - so why is the telecare charging at my age
My husband died in October 2023 and it is just another charge for me in addition to energy bills and Council Tax
I have to budget my money each month, introducing an extra £30 charge makes me go without other things
Increased costs to myself, I'm on a pension - also with the rise in the cost of living
It seems a large charge weekly and will affect the rest of the cost of living
It makes me worried about my future if I have a fall without the pendant

I suffer with severe degenerative scoliosis and stenoses also other problems. I had a spine operation a while ago and automatically they put the telecare service in for me. I didn't ask for it, they just put it in for me and therefore I don't see why I should pay for it. They have already put council tax up £9.00 per month
Puts me at higher risk as would not be able to call for help if needed as I would not be able to have the alarm as could not afford it so I could fall and be on a floor for hours until found and be in serious medical distress
I'm already paying for live in care and this would put an even bigger strain on my limited financial resources
Unable to afford
Should be no charge for emergency life button
Money paid for this will need to be saved in other areas
The end result will be that vulnerable people will be left even more at risk and vulnerable
Pay for it with attendance allowance
I would have to cut spending on other necessities
I don't want any more bills to pay

Q7. Any further comments to make? (142 Responses Received)

I live on my own and just can't afford that amount
I think it's a very good service but will cost me more each month. But sadly everything has changed. Hope you can continue this service.
Fortunately I have only needed to use them once about 5 years ago but now that I have turned 90 it is more likely that I will need them so that is why I shall probably continue with my pendant as a safeguard.
I rely on this service because I live alone and have mobility problems
I would re-consider if the charge was £5.00
Plenty but what's the point? I expect you'll bin this and plough ahead charging people like me an excessive amount 'cos we're not woke!!
Yes, this new charge for 1 pendant for £7.52 per week is to my mind not acceptable!!! I am 92 years of age and I am going to find it hard going for the price increase with everything else getting much dearer
I will sign up and pay for this service as it is necessary in my opinion
Think twice before charging pensioners for a safety service - it's like the 4th emergency service - free for the vulnerable it should stay!
Would a simpler method to pay for a one off fee for installation? This would be cheaper to oversee for the Council and give users peace of mind
I'm a pensioner, stroke victim and live alone
I'm on a basic state pension. No benefits. A small work pension. I live alone, family live in America so I really have no choice but to have the button. I would not know who to call in an emergency.
Yet another bill for pensioners to pay!
It used to be an excellent service and I felt there is always someone there if I was ill. OK, it's good if I fall over but apart from that, the service has declined a lot
Since having the pendant it has only been used for testing on two occasions. Maybe a smaller charge for nominal use could be considered a more affordable alternative
By charging for this service, it will incur a financial burden on people of my age that enables them to stay in their own homes
The support and confidence telecare offers allows me to live in my own home which is much cheaper than me using many of the more expensive alternative social care services.
My son in law has found another company offering the same service at a much lower rate of £14 per month

I understand the need to charge so can see charges are necessary. I feel less likely to fall at present so I am happy to return equipment when charges begin
I no longer have a home phone due to the rising costs of rental and calls. My telecare machine was linked to my home phone so is now redundant. Will you please arrange for the equipment to be collected and my front door key which is held at your office returned to me?
I would just like to thank everyone for the excellent service that has given me the confidence to give me some of my life back
To ask the aged part of society for money is disgraceful. Just because the Council has been mismanaged for many years and wasting funds.
I have used this resource on many occasions and will continue to use it
Council's cost cutting - exclude telecare please
I am 93 and get an allowance for a cleaner and a gardener
I do not agree that Havering Council are charging for this; it is completely unfair
I have had quite a few falls and I would not feel safe without my pendant. I have used it several times and wonder what would have become of me without it. I don't think I would be alive without it as it is impossible for me to get up unaided. I am not checked on so outcome would not be good.
I wonder why the estimated new charges can't be rounded up, i.e. to £7.50 or £7.75
Thanks for your efficient service over the years
I am on pension credit - do I still have to pay?
I think the suggestion of making a charge is outrageous
Yes, I feel this is important to stay free otherwise I will lose half my carers allowance on paying for this at age 90+
I am sure that you have already made up your mind to charge for telecare services and that this exercise is just paying lip service to us. I feel totally let down by the Council in terms of my care. I'm just waiting for other things to be taken from me as a disabled person. As an organisation, LBH are making me feel more disabled than I ever have - thank you.
I feel like we're being made to suffer extra costs because the Council haven't managed their affairs efficiently
My Dad's care has taken all his savings, we are waiting for a financial assessment. If he had had to pay his money would have run out sooner and we would have been asking for a financial assessment earlier. I fel this exercise is just another easy win for the Council. The elderly need more help, not less!!
Another tax on the elderly who need help
Nice to have peace of mind knowing there is someone there 24 hours seven days a week. Provides a fantastic service all year round.
Concerned the annual review would see prices higher without our input
How greedy Havering Council, got no compassion
A rise is going to make it very difficult for us to continue using telecare but we do need it
Will put more pressure on the NHS. Sad times
Having lived in Havering since 1960 and always paid my council taxes - now when I need a small amount of help I'm having to find more funds that I don't have
I hope that this service will not going to take away the service we suppose to have because the government could not afford to provide anymore. More and more services are being taken away to those like me that are more vulnerable and not able to get the services we deserve
As I'm 97, I need this service. Unstable and can fall.
It is unfortunate that a charge has to be made but it's a sign of the times but being on a pension it will be quite a lot from my pension per week
I need the telecare service more than ever as I am not feeling very well

This is the only item the Council pays for my family collectively cover all other needs. It seems unfair when you hear of others claiming rent, etc they are not entitled to
To charge for this service would be incredibly sad and unfair to my father. Please advocate for this to remain a free service and do not penalise the elderly (yet again)
The pendant is a necessity to disabled people like myself as I live alone
This is an excellent service and has helped me on a few occasions. I don't know how I will cope without it
It's not right to take this free service away from the vulnerable who need this service for peace of mind. To make them pay just so the council can make up money they've lost
I hope I will get a reduction
You should use council monies to help the aged
It has been and is a great help to know help is there if we are in trouble. My husband and I are well into our 80s and are grateful for support as needed although we manage all we can by ourselves.
Surely the council could make savings elsewhere rather than take away something that could be life saving
Please keep key services for old and vulnerable residents. There must be other ways to save money. You have a duty of care to old people
A fee for this service would deter people from applying for the service leading to more unnecessary death and injury leading to more complications and more expense in social care
As two 93 year olds with various disabilities between us, these pendants are essential for our safety and peace of mind for our family who are not directly local.
As I have dementia, partial sight and deafness I believe that additional charges is wrong as I have paid council taxes and national insurance in full all my life (always in Havering)
I believe the pendant alarms prevent hospital admissions or unnecessary calls to 999 therefore should remain free to allow independent living
Unfortunately with bill rises if you decide to charge me for my safety connection for which they are very helpful people, I will be cancelling my helpline
Please do not charge for my telecare. It is an essential service. It is a lifesaver
Mum used to fall over all the time never pressed the panic herself only by mistake. Did really make her feel a lot safer especially when I was working full time. Full-time carer now so it's all good. All of your staff were really friendly when we would the checks.
Understand cost have all increased but anything over £2 per month is not affordable. These services should be included in the increased council tax - which has increased by a high amount. Charging will jeopardise lives! This will be on your conscience.
As always with Havering Council their financial mess ends costing vulnerable people. Thank you for all the help and support I've received whilst having telecare - your service is wonderful. Such a shame I can no longer use it
My phone provider will be switching from analogue to digital network possibly next year. Will the telecare equipment still work?
At my age I am skin and bone. Last week I had two mishaps. I am extremely grateful for the care line that I have and the safety net that it gives me. But I suppose we all have to make sacrifices. I know the council has to save money.
This is an excellent service. I am disappointed that I may be charged for the service that may mean a review of my care needs.
Old people really need this service and I shall be worried if I was to lose it because of cost
I have painful knees, sciatica, low blood pressure, mild coronary disease. It is reassuring for me as a 77 year old. Maybe over 75s should not be charged. Already lost free TV licence
Can you please keep it the same with no increase in costs please

At the moment I get pension credit and attendance allowance. I live on my own and am disabled. I am 87 years old and feel more safe if I need help like I did when I broke my hip
I find it's a little below the belt to pick on people with bad medical conditions
Not having a pendant would mean additional worries for me and my family not having a back up response if help should be needed
7 years ago I had a severe stroke leaving me in a bad state. The hospital recommended this or rather arranged for the service. I felt safe with it but I will not be able to pay.
My wife and I would not have peace of mind without this service
It's just a case of the council hitting pensioners once again for paying for a life line
It's a must so this has upset me
We do not use the pendant at all can we return this to lower the costs
This 'consultation' is not as you have already decided that charges will happen
I am pleased with the care that I get because I live alone and because of my age
Attempting to raise revenue from the weak and vulnerable is pretty low
Council should look in other directions to save money rather than cutting a life line for elderly people who have paid into the system all their lives
I am 75 years old and live on my own. The lifeline gives me confidence to be on my own. I have had to use it in the past and cannot praise the operators enough
As well as a financial assessment I strongly believe there should be a mental assessment for those elderly people like my mum who hasn't the mental capacity anymore to analyse and consider the implications of this service becoming a chargeable service. Nor setting up a new bank instructions is feasible for her. I have spoken to my mum about possible charges and she says she would cancel and not have the service anymore. She is not of sound mind to consider all options and risks and fears that an extremely valuable service may be cancelled because a mentally impaired, vulnerable elderly lady fears change
Exceptionally good service. A life line for people like myself
Extremely unfair to vulnerable people
1) Stroke survivor with inherent physical weakness 2) Live alone 3) Currently 94 years of age 4) Suggest some recognition needs to be made of individual circumstances. In the main, most circumstances these buttons help keep the elderly out of hospital and care homes which would cost more 5) The intention to charge will undoubtedly result in many deciding to abandon the button. The knock on effect on relatives, neighbours, carers, etc would be a hidden mental stress impact which may result in a higher cost implication further down the line
Feel it is wrong to charge the most vulnerable people who has paid in all their lives for a service that is vital to the elderly
I have very much appreciated this service. As a 94 year old it is essential for my (and my family) peace of mind
No need - just another worry
I don't think elderly people should be targeted in this way - it is disgraceful
Look after the elderly - they won't be here much longer. Make cuts elsewhere - this device is a life line for them - and also a reassurance to the family to let mum live independently in her own home
I am extremely worried about the users of this service that can not afford it. If they cancel the service the impact it will have, i.e. a lot more deaths. Maybe the charge should be means tested
I didn't request it so why should I pay!! I was given free carers so I am not in a position to pay!
When I go shopping I look for items that are marked down. Fruit and vegetables are no longer firm and crispy like I enjoyed before. Some foods we have to go without because we simply cannot afford to buy them
Please can you explain how I can be reassured that the call centre will realise I need help as I cannot speak to them verbally or hear them. In the past I was advised by your representative that as I do not use the service I do not have to pay.

As a carer I think it's a great thing
Someone needs to look at this proposal. It beggars belief
I am 93 years old with limited mobility and live alone. My only income is my government pension including pension credit. A large percentage of this is spent on the help that I need to remain living independently. The remainder is for food and paying my bills. To pay the amount on your proposal would mean I would not be able to afford a cleaner and the other help I need
The weekly cost is too much only if it can be reduced by half considering now the cost of living
I am 92 years of age always lived in the L.B. of Havering, left school and started work at the age of 14. My OAP is £172.27 per week now I live alone. My council tax bill is £2,391.91 per year. My three children get my shopping, etc as I can only walk with a zimmer frame. The telecare pendant gives me and the family peace of mind. I would be lost without it but I will now have the extra worry of paying for it
I feel very let down by Havering Council. People that pay for their own care are being targeted. If a small contribution was charged then it would be considered. There are a number of people on my street who will not be using telecare if this charge is made payable
Although I would like to keep the telecare especially as my health is deteriorating, I will have to seriously consider if I can afford it!!
I am 89 and I depend on the use of this service. I am housebound and unable to stand or walk without the use of my trolley and always worrying about falling as I live alone. This service gives me great peace of mind knowing if anything happens to me I can press the button. Without it I will be worried constantly, I have chronic arthritis and lymphedema that affects my being able to walk or stand alone
I am managing on my own for as long as possible. I employ cleaners and gardener but do all my own shopping, cooking and laundry. I may need to apply for further help in the future especially as I have no family support, but will put this off for as long as I can
I feel this Council could find the money elsewhere than take money away from telecare because pensioners cannot afford this and they need the service. I am lucky I have not had to use telecare yet but it makes you feel better knowing it is there
As someone living alone with Alzheimers the telecare system gives me peace of mind. However, I could not justify £7.52 a week
It is a valuable service
I am almost 91 years old and housebound my wife is 86 and my carer. I already pay for carers twice daily. My wife does all other cooking, shopping and house duties. She is partially sighted and is having treatment for balance problems. It is extremely unfair to burden us further financially. My wife is unable to drive so shopping is hazardous for her and myself on my own
Ridiculous idea to further hammer elderly residents
This is an appalling attack on the vulnerable people in Havering
We are living in a cost of living crisis which effects most poor people who always have to pay out extra for anything that's provided
My daughters rely on the telecare service to inform them if I fall over. I think for older people that are vulnerable to falling like myself should not be expected to pay for this service as without it I would be costing the authorities a lot more each time I fall and need help
When I had a fall the telecare staff were very helpful
I think this charge would be very unfair. I want to be able to live independently and the telecare system gives me and my family peace of mind
I find it disappointing that of all the Council services it is something of such great importance to vulnerable people that is being considered for cuts. I am concerned about the upcoming plans to digitalise the phone service and how this will affect telecare

My mother can afford to pay but at 95 years of age, it is a saving for the Council and NHS (she has had numerous falls and spells in hospital) tha both my sister and I care for her (unpaid) so I think there should be an age limit set whereby people over the age of 90 should get the service fee of charge. She only has a pendant
Disgusted!!!
Money is all swallowed up by my care
It's shameful for an 89 year old to be expected to pay
I think it's a disgrace to make such a vital service chargeable. You will be forcing vulnerable people into losing their safety and scrutiny. Havering needs money - why do you go after the most vulnerable and needy? And will rob many of us of our independence as I for one will be unable to remain living alone independently
I'm totally appalled. Please don't remove telecare. It's the only way I can be left safely at home and it would impact me greatly.
I very much appreciate the service as having several falls realise how necessary it is for me living alone
Please do not alter this service
Would be great if Havering Council could manage their finances a little better
It is a well provided service. Have used it on a few occasion. Worth the extra money
I would only need the basic package if I continue
From a personal perspective, I was recommended and offered the telecare service due to medical conditions which are still applicable. I suffer from osteoporosis and have had heart surgery just over 6 months ago and am under the hospital for this and other conditions. I have had several falls and broken bones over the years and walk with the aid of a crutch. The pendant gives me some independence to be able to carry on living alone and myself and my family peace of mind, knowing that if need be, help is only the press of a button away. I have lived in Havering for over 55 years and approaching the age of 84, surely it is not unreasonable to ask not be charged for the telecare service. I have not approached Havering Council for much assistance over the years and I have claimed for very little. I am thankful for the telecare service and I would be very grateful if Havering Council would reconsider the proposal to introduce a charge for the telecare service
Havering has always been mean compared with Dagenham and Barking for their services. I noticed this when I worked in the NHS Harold Wood Occupational Dept retired in the late 90s
The one free service I have ever had ad now just because I have no need for funded social care at the moment, you want me to pay for all those who have now worked all their life; been thrifty and absentious as I have. Old age is no pleasure believe me so I need encouragement to enjoy life as long as it lasts, not worry about whether I can afford to fall over and who will pick me up. Telecare is a vital service and can be the difference between life and death. Shame on you for making me have to choose!!
So many people are coming to our country getting housing, money, etc. I don't think that this service should be taken away from us old age pensioners as we find it hard enough to afford to be able to live
I have lived in my house since 1963, the Council haven't to my knowledge helped me with anything else
Everything involved in living in my own home, electricity, gas, water, council tax, insurance, food, all household bills for a 92 year old single woman
The only comment I have is that it's a large amount weekly
The council should not be putting vulnerable service users in a situation where they are having to consider if they can afford a care line service that allows them to maintain critical life safety and independence over food and heating
Other than my son I have no other carers. When he's at work I have no other emergency help other than the button provided by telecare
What will happen to those who got given this service for free due to medical/physical/mental health needs? The vulnerable are going to be left even more vulnerable - there will be associated

hospitalisations and deaths without this service as there are many that rely on it, live alone or with another impairment, for example dementia who will be unable to get the help they needed if an issue occurs (especially if the emergency is with the carer of one with an impairment). My husband and I were funded by the mental health services as having extra need - will this continue to be free for us or will we need to pay? This makes me very anxious and worried about our future. Any of us can become vulnerable, this I think is forgotten by the people who make decisions about care, one day it could be one of you who needs help which is just not there when you need it. Vulnerable people are being treated as if they do not matter in society.

Bit expensive for a weekly charge. More pressure needs to be applied by local authority for increase to local care or they are likely to lose the general election

Excellent service. Thank you.

Without the support of telecare I would not feel safe to live at home by myself. I am severely sight impaired, diabetic and am recovering from a severe stroke

What would we do without these caring services!