

REPORT

Cllr Cole-Morgan : Cabinet Member for Community & Housing

Salisbury Lifeline – Charges for new services

Purpose

This report proposes the introduction of new charges for services offered by the Salisbury Lifeline Control Centre.

Background

The Best Value Review of services to older people concluded that Lifeline Service was not maximising its opportunities to set appropriate fees and offer new services. The Control Centre has therefore reviewed its current business activity to identify where it could legitimately levy new charges.

Proposed new charges

New technology provides a good opportunity to develop the core business of the Centre. A review of the IT requirements is currently underway and a separate report on an upgrade will be prepared.

The following additions to the fee structure are proposed:

Service	Proposed charge	No. of potential customers	Annual income
Short-term leasing of Lifelines (rent and monitoring charge)	5.50 per week	40 per annum	660 (based on a 3 week rent)
Fitting charge – within 5 days	12.00	240 per annum	2880
Fitting charge – within 24 hours	18.00	30 per annum	540
To replace lost pendants	Cost price + 10% admin charge (currently = £5.00)	52	260
Comfort calls	£.75 pence per call	Estimate of 4 calls per day	1100
Medi-prompting	£.75 pence per call	Estimate of 4 calls per day	1100
Total			6540

The introduction of these fees should generate additional income of some £6540 per annum.

Recommendation

It is recommended that members approve the new charges as detailed above.

Background papers

None

Implications

Financial: Additional income as detailed in the report.

Legal: The Council provides the service to its own tenants as a welfare service pursuant to S11A Housing Act 1985. Its extension to the wider public is authorised by means of Section 111 Local Government Act 1972

Human Rights: None in this report

Personnel: None at this stage

Community Safety: None.

Environmental implications: None at this stage.

Council's Core Values: It is likely that this proposal will meet a number of SDC core values.