

CARELINE COMMUNITY SERVICES

Since May 2018 the way in which our Careline Service is being delivered to customers has been reviewed and streamlined. However, the focus of service remains unchanged; enabling people to live independently in their own homes with the control room providing 24 hour, 365 days a year cover for assistance when required. We currently have 1,389 customers across the district. The Neighbourhood Warden team have taken on responsibility for installing new alarms, repairing faults and replacing lost equipment. We are also undertaking two large projects to ensure the Careline Service sustainability for customers going forward.

The first project is centred around the country wide BT digitalisation project which involves upgrading all telephone lines from analogue to digital. In May 2018, 94.5% of our customers had old alarm equipment which was unable to support digital phone lines. We have been visiting customers to replace their existing alarm with new digital enabled equipment. Over the past 6 months we have made great headway with this project and as of the beginning of March 2020 we only have 384 units to change before January 2021. The digitalisation project has provided the Neighbourhood Warden team with a great opportunity to visit vulnerable people in their homes and to offer other services, such as Home Security checks and signpost them to other agencies who may be able to offer help, or advice with specific issues.

The second project relates to our Sheltered Housing Schemes (soon to be re branded Independent Living). We are closely working with Tenant Services to install new alarms for tenants that have chosen to uptake the Careline service. In the initial round 287 tenants have opted for the service. There are a number of tenants who have decided that they do not require the service at this time, however as tenancies change or tenants circumstances change, we will be able to provide them with the service in the future.

Our project for the next financial year, is to expand the type of equipment that we are able to offer. From April 2020 we will be able to offer falls detectors to customers, these are particularly important for those customers that are at a high risk of falling. These detectors can provide further peace of mind to family and friends. This expansion is as a result of demand from customers who have asked if we can offer this service in the past. We are also exploring the possibility of offering customers Police approved key safe boxes. This will allow nominated emergency contacts and Emergency Services access to the customer's home, without the fear and subsequent cost of forced entry and damage.