

Telecare Charges

Council	Details	Weekly charge	Monthly charge	Installation charge	Other points
Coventry	Charges based on financial assessment				
	Level 1: a Lifeline alarm unit, and personal trigger alarm linked to the control centre	£4.05			
	Level 2: As Level 1 plus access to monile reponder unit	£6.75			
	Level 3: As level 1 plus detectors and sensors	£9.50			
	Level 4: As level 3 plus plus access to mobile responder unit	£13.55			
Dudley	Note - monthly charge is PLUS VAT. People on low income and receive help with Council Tax may be entitled to a discount		£23.40		A standard charge, which is not dependant on the number of Telecare products installed in the property.
Wrexham	Tier 1: Basic lifeline	£5.65		25	£25 cancellation charge within 18 months
	Tier 2: as tier 1 plus smoke detector, heat extremes monitor, inactivity monitor & bogus caller button	£6.36			
	Tier 3: social services assessed as needing additional bespoke equipment	£6.36			

Shropshire (STAR Housing only)	From Shropshire towns & rural housing: If you property rented from Shropshire Council (managed by Shropshire Towns Rural Housing) this will be added to your rent. Privately rented or home owners invoiced quarterly	£3.50		£25.00	
Herefordshire	They offer telecare free for 6 weeks and after that they charge £3.69 no vat – this is what most people pay. This is for people who have health problems so this equipment is VAT exempt.	£3.69		None	£4.43 with the VAT.
Watch (Shropshire, Telford and Wrekin) operated by Wrekin Housing	Various packages:				
	1) Chiptech Seven & Personal Pendant - roaming sim (no wifi required)		£33 a month plus VAT		
	2) Telealarm & Personal Pendant (operates in low signal areas through wifi router)		£25 a month plus VAT		
Telford and Wrekin Council	Various packages	£3.75	£15 a month		

Shropshire Council (proposed)	Non tiered service- Proposal that this is a standard charge, which is not dependant on the number of Telecare products installed in the property.	£3.45		£35.00	Some exemptions to the charges (please see detail in paper).
Walsall	Levels 1- 3 tiered service.	£3.75 - £5.25	£15.00- £21.00 a month		
Birmingham City Council	This is based on the provision of the basic Careline alarm box and pendant, and includes: Install, Maintain and monitor	£3.50			
Sandwell		£5.30		£30.60	
Wolverhampton	Levels 1- 4 tiered service.	From £3 to £9			Free for people on certain benefits.
Staffordshire	Telecare is not free to Staffordshire residents. A choice of which Telecare provider to go with, what type of package is required and how much residents want to pay.	Charge depending on range of provider of choice			

Warwickshire	<p>Telecare which is monitored and provided through Warwickshire County Council is a chargeable service. Customers will need to have a financial assessment and telecare is charged at a maximum of £3.06 per week. The telecare service includes a rapid response service for those customers who do not have friends or family near by. Customers can buy their own telecare service, Millbrook Healthcare offer a free eight week trial. Though there are lots of suppliers of telecare.</p>	<p>£3.06</p>			
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