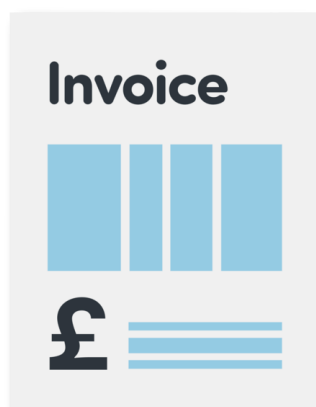


Tell us what you think about paying for the Telecare service.



Telecare helps people live on their own. It lets them call for help if they need it. Devices can alert others if someone falls. Shropshire Council wants to charge for this service to cover costs. We want your opinion.



Charging proposal

People who get care help won't pay for telecare. Others might pay £3.45 a week. New users pay £35 to start. New users with a reablement package get 6 weeks free.

Other proposals

You pay the same amount for the alarm, no matter how often you use it. The Council owns the equipment. They check the cost each year. Fill in the survey to say what you think about this.





Who is completing this survey?



I use telecare Services



I care for someone who uses telecare services



One of my Family members or a friend



A person who lives nearby works in health or social care.



You work or help in a community group or charity.

Not any of the above?

If it's something else, please say what it is.



Do you currently use the telecare services?



Yes



No



Don't know



If you use telecare? Remember to test it. Press the button once every month to make sure it works.

I don't have telecare equipment

Yes, and I test regularly

I test occasionally, but not monthly

No

Don't know

Other

Check your alarm every month. This keeps the battery working. If you need help, your alarm should work. Testing finds problems early, so they can be fixed fast. Stay safe by testing often.

Some councils have a Responder service. Helpers visit your home to give support. They help with things you need, like planning or emergencies. This service helps keep you safe and living on your own.



Would you like this service?



Yes



No



Don't know



If you said 'yes' above, how much would you pay?

£2.99 or less a week

Between £3 and £4.99 a week

Between £5 and £6.99 a week

£7 or more a week

Think about these sentences and choose the answer that you agree with the most.



People who get care help after an assessment should not pay charges. This includes those who get after-care services under Section 117 of the Mental Health Act.

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



People who don't have a special need but want telecare to help stop problems should pay for it

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



Shropshire Council wants to charge £3.45 each week for telecare services.

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



New users need to pay £35 once. This helps with setting up and running things.

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



People with a reablement package should get a free 6-week trial of telecare before they have to pay.

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know

Please share your thoughts or ideas. Write them down so we can understand what you think.



You pay the same amount for the alarm system, even if it goes off a lot or not at all.

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



The Council owns all Telecare equipment.

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



The Council will look at the charge every year when they decide on their budget, fees, and charges.

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



Shropshire Council wants to charge for telecare, like other places do. They will look at what people need and if they can pay. People with social care help won't have to pay. Do you agree with this idea?

Please tell us if you agree or disagree.



Strongly Agree

Agree

Don't Agree or Disagree

Disagree

Strongly Disagree

Don't Know



Do you dislike anything about the plan?

Please share any worries you have.
Tell us if the plan could cause
problems.

A large, empty, rounded rectangular box with a black border, intended for writing a response to the survey question.



Do you like anything about the plan?

Please share any worries you have.
Tell us if the plan could cause
problems.

These ideas might change things for people. They could make life better by giving more help and support. It's important to listen to what people think about these changes



I would be affected



Good effect



No effect



Bad effect



Don't Know



A member of my family/someone I care for would be affected



Good effect



No effect



Bad effect



Don't Know



My group/organisation/service would be affected



Good effect



No effect



Bad effect



Don't Know



None of the above or don't know



Good effect



No effect



Bad effect



Don't Know

Other comments about impact



Do you have any other ideas to make more money and pay for the service, besides the plan already shared?

A large, empty, rounded rectangular box with a black border, intended for writing a response to the question above.



Overall, how do you feel about the current telecare service?

Please tell us if you agree or disagree.



Very good

Good

Neither good nor bad

Poor

Very poor

Don't Know

If you have ideas to make telecare services better in Shropshire, please share them below.

These questions are about you. You don't have to answer if you don't want to. We won't use this to find out who you are. It helps us know if different people took part in the survey.



Are you?



Female



Male



Other
(prefer to
self-
describe)



Prefer
not to
say



Do you feel like you are a different gender than what people thought you were when you were born?



Yes, it's
different



No, it's
the
same



Prefer
not to
say

These questions are about you. You don't have to answer if you don't want to. We won't use this to find out who you are. It helps us know if different people took part in the survey.



What age group are you?

15 or under	
16-24	
25-34	
35-44	
45-54	
55-64	
65-74	
75-84	
85+	
Prefer not to say	



A carer helps someone who is ill, disabled, or has mental health or drug problems. They do this without getting paid.

Do you often help someone like this without being paid?



Yes



No



Prefer not to say



The Equality Act says you are disabled if you have a body or mind problem that makes life hard for a long time.

Do you think you have a disability?



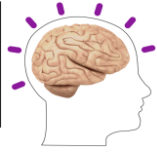
Yes



No



Prefer not to say



If you have a long-term illness or disability, you can tell us about it. You don't have to if you don't want to. This helps us know what you need.

Vision (for example blindness or partial sight)	
Hearing (for example deafness or partial hearing)	
Mobility (for example walking short distances or climbing stairs)	
Dexterity (for example lifting and carrying objects, using a keyboard)	
Learning or understanding or concentrating	
Memory	
Mental health	
Stamina or breathing or fatigue	
Socially or behaviorally related, such as with autism, attention deficit disorder, or Asperger's syndrome.	
Prefer not to say	



Do you, or the people you help, get any of these benefits?

Please tick all the boxes that match.



Pension Credit



Employment and Support Allowance



Income Support



Housing benefit.



Council Tax Reduction

Not any of the above?

Please tell us if there is something else.



What is your ethnic background?

Arab	
Asian (Asian British; Bangladeshi Chinese; Indian; Japanese; Pakistani; any other Asian background).	
Black (Black African; Black British; Black Caribbean; any other Black background).	
Mixed (White and Asian; White and Black African; White and Black Caribbean; any other mixed background)	
White (British; Irish; Welsh)	
White (Gypsy, Roma or Irish traveller)	
Other white background e.g. Bulgarian, French, Lithuanian, Polish, Portuguese, White South African, etc.	
Stamina or breathing or fatigue	
Other Ethnic Group	
Prefer not to say or don't know	



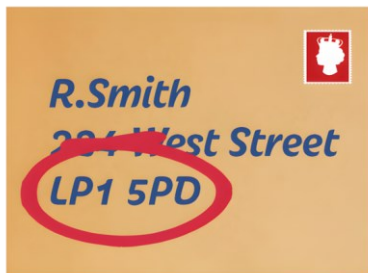
Do you follow a religion or have special beliefs?

Christian	
Muslim	
Buddhist	
Hindu	
Sikh	
Judaism	
Veganism (as a belief)	
No religion	
Prefer not to say	



Are you one of these?

Armed forces (veteran)	
Armed forces (serving member)	
Armed forces (member of the family or a veteran or serving member)	
None of the above	
Prefer not to say	



Write your postcode here.

It helps us see where people answering the survey live. We won't use it to find out who you are or for anything else.

By doing this survey, I agree that my answers can be collected and used. This is true even if I gave my contact details.



Yes



No
Your answers
will be
deleted

We will use your answers to help Adult Social Care in Shropshire. We will not show your name. We will only share parts of answers or a short version of them.

Your answers will be kept safe by Shropshire Council. We will follow the rules about how long we keep them. We might share the results with other parts of the council.

We will not give your information to anyone outside the council. We will make a report that shows what people said. Your information will only be shared inside the council if needed.

We follow the rules to keep your information safe. This includes the General Data Protection Regulation (GDPR). We make sure your personal information is protected.

To learn how Shropshire Council keeps your information and your rights to see it, visit their privacy policy at www.shropshire.gov.uk/privacy.

Thank you for filling out the survey.

Please return your completed survey using one of the following



Tell Us, Feedback and Insight Team
Shropshire Council,
PO Box 4826,
Shrewsbury
SY1 9LJ



TellUs@shropshire.gov.uk



If you need any help, please
telephone:

0345 678 9000



Please return by the 10th March