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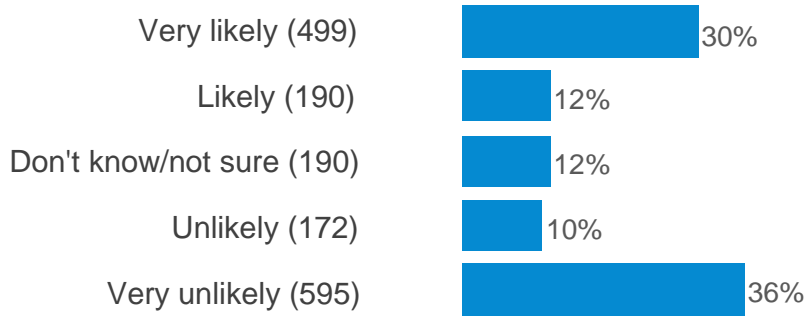
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Telecare User Survey – July 2022

The following provides a top line summary of the results from the survey based on total 1650 respondents. A filter of 'All Respondents' has been applied to the summary.

How likely are you to continue using telecare when charges are introduced?

Please select one option only



Why do you say this?

- The following provides comments from those users who state they are **very likely or likely** to continue using telecare when charges are introduced.
1. Good price
 2. I feel so much more confident with it in my home even though I have never had to use it.
 3. The service has been excellent and I have needed an increase of assistance recently
 4. I HAVE HAD A FEW FALLS BUT, FORTUNATELY THERE HAS ALWAYS BEEN SOMEONE HERE, HOWEVER MY STEP DAUGHTER IS MOVING BACK TO XXX, AND MY GRANDAUGHTER WHO HAS JUST FINISHED UNI IN XXX, HAS NOW GOT A FULL TIME JOB THERE SO SHE LIVES THERE NOW AND I'LL ONLY SEE HER THE ODD WEEKEND AND HOLIDAYS SO I NEED REASSURITY OF HAVING THE ALARM
 5. It is critical that my husband has this service as he is high risk of falls. It gives me the peace of mind that he can get help if needed.
 6. I don't want to be without this service.
 7. Little choice - my Mum is 80 years old, has rheumatoid arthritis and Alzheimer's - service is required
 8. HAVE USED THIS SERVICE FOR A NUMBER OF YEARS.AS I LIVE ALONE NEED REASSURANCE OF HELP WHEN NEEDED
 9. Age 91 yrs: live alone much of the time: had knee & hip operations: unsteady balance: can't get up from a fall: can only walk with aid: had previous fall & used existing Progress wrist alarm button, supplied at NHS instigation: DO NOT HAVE A PENDANT NOW since the death of wife.
 10. I'm widowed and live alone. I struggle with mobility problems and have had falls in the past where I needed help to get off the floor.
 11. It gives me the knowledge that if I am in an emergency situation in the home I have access to help quickly.
 12. I live alone and have mobility issues. I would like to know whether or not the key safe I already have will remain in place should I choose option 1 (£4.00).
 13. Because my being able to live as independent a life as I can as safely as I can means that I rely on the equipment that Telecare provides.
 14. Very good service which provides safety and peace of mind for everyone involved, the vulnerable person and their relatives/Carer's
 15. Because it has help my Mum 93 on numerous occasions when she was ill brilliant service
 16. This is a VITAL service for elderly and vulnerable people. I WILL need this service and so will be forced to pay for it. Likely reduce the heating/energy costs to pay for it.
 17. I have no choice. This an essential and important part of my care package which enables me to live in my own home. It has been used by me on a number of occasions over the last few years.
 18. It is an essential service that is part of our lives at the moment. XXX is mainly bed bound and his health is up and down so this is a needed service in the event of his health deteriorating.
 19. It's a necessity
 20. Essential because of physical instability and no -one available at short notice able to pick me up

21. Telecare is a good service for my needs
22. It is necessary for me. I've already had a couple of falls within 6 months of using it.
23. This service helps me feel safe with my disability
24. I have needed help from telecare in the past and it gives me security
25. Having 'Epilepsy' which tends to sometimes be well controlled, sometimes not, and living alone I think it is absolutely imperative for me to have and be using a service such as this for my own safety. It is also re-assuring for members of my family that I have such a service and am using it.
26. This gives me great confidence I time of need.
27. Peace of mind
28. The cost. Level 2 would be £22 per month. I just about break even ! with my present income and outgoings. I have no neighbours willing or able to be responsible for keys. I have no family, my husband is in a residential Dementia Home. The Landlords who are responsible for the maintenance of the residential home where I live are unhappy with any interference on the walls outside my flat.
29. We have no option. If my husband falls I am unable to get him up myself. This service is vital to him being able to stay at home and not go into residential care
30. To provide reassurance
31. This is used by mother as a vital service to ensure she is safe as she is blind, disable and lives alone without it she will have to go into a care home. Not sure how we are going to afford it
32. I need assistance and peace of mind as I am 86 years old!!
33. i had a stroke and am liable to falling a lot so i need one just in case i really hurt myself
34. Found the service invaluable when I have fallen. I have had a stroke and broke my right hip earlier this year
35. Its a lifeline if my daughter is away as I have no one else
36. 1. I live alone, my wife being in a local Care Home. 2. Neither my wife, nor I, have any family support. 3. I have some good neighbours and friends, but their support is limited because they work, and have their own family responsibilities. 4. The proposed charges are inevitable but fair. I view them in a similar manner as I do my Home Insurance: essential to my peace of mind, security and well-being.
37. I wouldn't have a choice as I need this service due to being housebound as I'm prone to falling down and I also have a daughter who has adhd and asd. My daughter wouldn't know what to do if I really need this service she would panic which would start her adhd off
38. Feel safer knowing I can call for help living on own with heart condition aged 93
39. wife needs the assurance if she goes out
40. Due to falls/potential falls. No choice. Need this service.
41. just for peace of mind for my dad who has limited mobility
42. The service is valuable as piece of mind
43. It is a lifeline for me as I am wheelchair bound and Need the service in my life
44. It's essential to me as I am housebound.
45. It is a case of having to without it my husband would have no confidence if he was ever left on his own. We have a dog who needs to go out for walkies, my husband as mobility problems, he cannot accompany me on these walks. Before having télécare on a couple of occasions I had to ask for help when he had fallen, he is tall and heavy, I am unable to lift him by myself.

46. One Has Been Receiving This Care Package For A Little While & I Am Very Much Grateful, I Have Been Falling Over For Sometime Now & Falling Down The Moving Stairs @ XXX & Was Taken To First Aid Along With An Ambulance Being StarCalled..For 4 Weeks I Was Being Looked After Me "Very Good", One Is Very Happy To Have Had The Telecare Watch & Pendant " 24/7 (lifeline). Should I Be Sending My Email To Another Dept " Could You Please Pass This Over To Telecare" I Received A Letter This Morning As Regards To Whether I Would Be Content Paying For This Service On Payments Each Week?. YES I Will Be Happy To Pay The Amount & Wish To Take No 2 Services @ £5.99 " Full Service". I Believe This Will Be In 2023. Thank You Very Much
47. I will need to consider the cost implications
48. I have to due to my safety because of both physical and mental illness.
49. Progress lifeline has saved my mum on a number of occasions after falls etc. Always there on hand and telephone staff are always polite and respectful and don't mind how many times the device is activated. My mum would not be still here if it wasn't for the Progress Lifeline - we thank you so much
50. The fall alarms are need for my grandad to be safe in his home.
51. The lifeline is needed as 88 year old vunerable woman living alone with carers 4 times a day
52. Mum needs this servuce to keep her safe in her own home
53. I cannot be safe in my own home without it
54. If I need help after a accident or medical assistance needed I know there is always someone to help and get in touch with family or whoever else is needed be it day or night
55. It is an essential service for me and my wife, who are both elderly and infirm. It allows us to keep a bit independent and remain in our own home.
56. As I live alone I find it reassuring that I can contact someone who will help me if I am unwell . Family are the only people who are able to help me . They are workers and not always contactable.,I do however do not wish to let anyone have a key to the house. There is no one nearby with whom I would allow them to have my key .
57. Because I live on my own and am afraid of having a fall and not getting any help
58. Safety is priority for me
59. I will have no option but to continue with this service as I am 92 years old and live alone. However, I am extremely disappointed that I am now going to have to pay for this service - this should be a free service for Lancashire's elderly and vunerable residents. It's shocking that people like me, who have never claimed a benefit in their lives, still paying tax, still paying full rent- should be targeted for more money. LCC needs to be looking elsewhere to make savings, not through the elderly and vunerable.
60. Service not yet used but consider it essential.
61. This is an essential service for my safety
62. While caring for my husband with dementia, for 2 years, I needed to use this service on several occasions. I now live alone and have a severe hearing problem, which means that if I had a fall, even within reach of a telephone, I could have difficulty in getting help. I am approaching 83 and my own mobility is decreasing.
63. no choice
64. I will still need this service as i have disability if i fall in my home i need assistance to get up as i live on my own.
65. We regard it as an essential service in our current domestic situation.

66. Has proved useful in the past. Gives peace of mind in case of accident/emergency.
67. The service gives me peace of mind. It gives me quick attention and access to treatment of necessity.
68. it is a service i feel i need at my age for my safety as i live alone.
69. find the system gives great peace of mind
70. Its a matter of personal safety and makes me feel secure.
71. There are two disabled people in household, unable to financially continue for both. Under financial threshold. When assessing care services should be means assessed - parents under financial threshold.
72. There are two disabled people in this house. Unable to financially continue service for both. Service should be free for any person under financial threshold - means assessed.
73. Being disabled it gives me security
74. I live alone and Telecare gives me peace of mind.
75. If and when I fall I can have great difficulty getting to my feet again
76. Can't lift my wife when she falls
77. It's for peace of mind.
78. In case I need help.
79. My wife needs this service as she is vulnerable to falling when I am out shopping.
80. Because i need it. I have had several falls which have left me disabled. I cannot walk without aids.
81. I have used the service for quite some time. I live alone and disabled. I have peace of mind that helps, and is always on hand if required. For this reason i wish to rely on available help
82. XXX is housebound & we find this service beneficial if she has fallen
83. I have no close relatives apart from my husband, so there is no one to check on me. Which makes this service vital.
84. Rising cost of everything. Already a big struggle as unable to work because of incurable Parkinsons & early onset alzheimers. Rely on benefits, of which on top of paying for bills, food etc have monthly expenses for paying for equipment etc and carers. Left with very little at the end of the month plus with costs set to rise will undoubtedly struggle
85. Because it is necessary for mum being on her own with dementia to keep her safe
86. Really no choice as i have no family nearby, therefore must continue with band 2 full services. just cant afford this
87. We would have too. My husband has had a few falls - though he doesnt hurt himself its difficult getting him up. You have the raiser (wonderful) but it needs someone at to answer the calls when progress phone to inform them whats happened
88. my son lives in XXX and it gives us both piece of mind
89. It's essential to my well being and safety and gives me a sense of security knowing someone is at the end of the phone.
90. Need service due to disability
91. I have fallen many times so it has been a life line for me. My family have some piece of mind as they have to go to work. They have been contacted at different times by your company. It's sad that I may end up paying for a service which I rely on so much to keep me safe and it enables me to stay in my own home.

92. It's an essential service which enables me to continue living in my own home, rather than have to move into a residential care home
93. I need it regardless of cost
94. I haven't had cause to use the service since I had it installed so I don't know how well it works
95. It is essential that the service is available to enable independent home living
96. Highest price too expensive. Live alone and have disability, so do not have choice. Need it.
97. I need it .it provides reassurance
98. I had a very bad attack of vertigo overturning a trolley I was wheeling if I hadn't had my pendant I could have lain for a long time as my family were away. Mobility has now nervous so feel safer when I go in shower. I already have a key inserted outside my door/
99. Because it's helpful to be able to contact someone in case of fall etc
100. I have no choice if I want to continue to live on my own
101. It is a valuable service and crucial to being able to stay in my own home at the age of 90.
102. I am confined to my bedroom & have severe mobility issues & vascular dementia so rely on this service to contact my family.
103. Due to my age (83) I feel I need this service
104. I'm physically disabled and it would be essential to have this support
105. Because I am very satisfied with the service.
106. It's a good essential service
107. Essential to independent living in own house, alternative is care home costs, which would be a bigger burden on the council than telecare costs.
108. I will still need Telecare due to the extra sensors that I have. I am a heavy smoker and the smoke alarm is needed to keep me safe. I also struggle with mobility issues and will be at risk if I did not have this service.
109. It gives me peace of mind but £200 a year is an additional expense I had not anticipated
110. I have recently been in hospital and as I live alone have nobody to help me.
111. I have had a stroke and live alone. My pendant is important to me.
112. I have recently come out of hospital and appreciate the care given by telecare and £4 is very reasonable for this service
113. Satisfied with service
114. Require the service and can afford to start to pay for it
115. charges are an extra cost on top of fuel bill
116. I need help if I fall
117. My husband has falls and I am unable to lift him. The first responders provide an excellent service and get him up safely and promptly.
118. an essential service providing not only peace of mind but vital and timely assistance in the event of falls or other issues
119. For peace of mind, not only myself but my daughter and my friends
120. This service provides peace of mind on the days we cannot visit
121. Because XXX need assisted living at home and her family can not support her 24/7 at home. This service gives peace of mind for her family.
122. If I fall during the night I am afraid that no one would know. I am 94 years old and would feel much safer if I had the lifeline
123. Need the support
124. Because I live alone in a rural location.
125. I live alone and have mobility problems

126. The service is efficient and reliable which gives me and my family peace of mind as I live alone
127. cost
128. I'm writing on behalf of my 87yr old Mum. She will definitely continue withThe Red button scheme. My Mum lives alone in a rural area and I live 15 minutes away. My Mum has used the Red Button on many occasions over the years and it has saved her life more than once. She's also used it when she's fallen and couldn't get off the floor. The staff are really good and either ring me, arrange an ambulance or both.
129. However I am considering other paid for services that may better meet my needs
130. LIVE ALONE AND HAVE MOBILITY ISSUES
131. I think this is a great service so will be willing to still use even if I am charged for it.
132. Provides an efficient safety net in case of emergencies.
133. Always benefitted from this service - truly life saving
134. Iam 96 years old and agreed to the service as it is free. I need this service a lot more now, but im paying a lot for my bills out of my pension. If i dont carry on with the service i will be more at risk, if i do carry on then food, heating, gas will have to be cut back
135. Need it for piece of mind
136. the pendant and sensors are required for XXX in order that staff are alerted if he has a fit
137. Because i am a housebound person and have no family left, now only friends but not always available.
138. Likely to continue, but only at level 1
139. the people at number XXX are after us moving. she now must want this house for a relation. Before my husband died he used to shout at me not to buy anymore plants as they all get pinched. I dont know what she is saying to people but its not friendly here anymore. After my husband died they sent an XXX here, he wouldnt go as i was saving for an electrician, i thought he was dear but i wasnt well so i said yes. I was counting the money & i answered the door - stupidly money in hand. He snatched it off me, i said hey give that back theres 300 there, and he did give me change. When i locked up and he'd gone, he'd done nothing there at all. They sent him again and he swindled me over a fence. But i'll remember him, and if he comes again i'll press the button for help. I got a letter - dark green pen on yellow paper. no name, no address. saying they were interested in houses in this area - just a phone number, they kept coming. Then i get a phone call from a women. Is your name....., Is your address, do you own your own home..... I knew it was a scam so put the phone down Mr XXX said if i fall again im done for, as i've had 3 hip operations, and 2 on thigh. so i cant stand on my own
140. im almost 92 years old
141. It is important as i live on my own, and family have moved away. It is a safety net for me
142. Although there is going to be a charge, my family would feel more at ease knowing i could get help quickly if needed
143. I live alone and it keeps my independence
144. They are a good service, they give me peace of mind as i cant get up without assistance i will alone and have no immediate relatives
145. live alone

146. living on my own, i feel safer if i know i can call after having a fall
147. it makes me feel safer
148. I am my mums carer, but live in a different county so is vital. Daughter has power of attorney
149. because i live alone and will be 90 next year
150. because i need the service
151. I rely on lifeline, i feel safe and secure
152. For reassurance and peace of mind.
153. It gives me peace of mind should i need help
154. Because it is a good service
155. Because i have just had my 90th birthday
156. I could not stay in my home without the service
157. This service is crucial to me, i am disabled and very prone to falling
158. we dont have any family living closeby unfortunately. We feel much safer having a link to services that provide help and assistance in an emergency
159. As an elderly person living on my own in a ground floor flat then it has been an excellent service for me to use and my family know that i will be able to get a response quickly
160. We are likely to continue at the moment for £4 a week, thank you
161. I would like the service to continue
162. Living alone i feel i need the backup of this service for peace of mind for me and my family
163. The service has been in place for 12 months and it has been a big help with my disabilities
164. As a close knit family we want to make sure our elderly mother is safe in her own home and still continues with the the support of this excellent service for her peace of mind as well as ours.
165. Peace of mind for family members
166. Need the additional reassurance as living on my own
167. I will still be using telecare for my mum for my peace of mind although there is an extra care scheme where she lives
168. Mum will continue to use as its a vital service
169. Due to my medical condition and being in my 90s this forms an essential part of my care plan to enable me to continue to live at home and be independent. I don't think I would have an option other than to find the money from somewhere as I do not have carers checking on me daily, and rely on my family. This provides both myself and my family with peace of mind as they will be contacted should I fall. This has been a life saver for me as potentially I could be left for a significant amount of time should I fall. There have been a number of occasions where family members have been contacted to check on me in the past. I would have thought that £208 is a cheap price for the council rather than potentially having to fund care home costs.
170. My mother would have to continue to use this service even though it would put increased pressure on her already pressurised finances as without it she potentially may not be able to continue to live independently. There should be an extra question here that says could you manage to live independently without it. The answer to this would be NO
171. Monitoring service at £4 a week please
172. As i live alone and have heart and mobility problems,this service is a great comfort to me. I wear the pendent 24 hours a day so this is invaluable
173. The service provides the help needed to give a sense of security.

174. Peace of mind for myself and family
175. Because it's a safety measure and we need the possibility of help should we require it.
176. He has Learning Disabilities and a history of falls so telecare is a lifeline
177. got the equipment already
178. I fall often and cant get up by myself so this service is literally my lifeline, so i need it, but just dont know how im going to afford it. This is just so stressful for me right now
179. It will give my wife peace of mind, whilst she is at work
180. im 96 years old and cannot walk very well
181. Have used the service in the past following a fall and have found it very helpful.
182. It is required as a backup service
183. Because i need this service
184. i have 4 children and 2 carers, and they all have a key to my house
185. because i need it, but i dont agree with it
186. I could not do without this service. they know if anything happens. people have help, and with this service people are not alone
187. because it is a marvelous service, and i have really appreciated having telecare who are excellent. i would like to carry on with it, and i thank you, LCC for supplying it free of charge. it brings peace of mind to me and my family
188. I will continue to use it, thank you
189. As I live on my own, and diagnosed with Multiple Sclerosis, unfortunately I am prone to falling. Therefore the service provided by Progress Lifeline is a life saver.
190. because i am housebound and have a lot of difficulties in walking. I also need all the help i can get, and it offers peace of mind
191. i need the key safe outside for emergencies & will continue to use the service
192. Unfortunately without the extra assistance, the carers that are with myself are unable to leave me alone in the house, just in case I have accident
193. good service
194. i really need it i live on my own peace of mind
195. iam 86 years old and very unsteady because of two hip replacements. i am waiting to see a specialist for my knee replacing
196. makes me feel safe knowing there is someone at the end of the phone to help
197. at 95 yrs old i need to know someone will come if i press the button
198. i require this essential service as i live alone
199. because it gives me and my family peace of mind that i have support if i need it
200. essential service for me as i live alone
201. because it is a lifeline for my husband, we have used the service many times and are very happy with this
202. living at home with dementia and risk of falls
203. Living on your own with a progress if conditions it's nice to no if you have a fall or a an attack you can send for help and not lying on the floor of days.
204. I'm not happy about the charges, but I'm willing to pay for the service. It gives me peace of mind because I have no one. I have had a couple of falls and I had to call 999 because I couldn't reach my pendant.

205. We have found th service to be invaluable. It gives us real peace of mind and allows us to relax of an evening knowing that the service will call us if there is an issue.
206. As a security safety measure to give peace of mind to family members who do not live locally
207. Iam happy with the service
208. Its needed for safety in the home and reassurance
209. because i need it
210. The reason I say that is because I am disabled since birth and I have suffered from Epilepsy for 50 Years
211. i live alone whether or not i continue will depend if the prices increase further. I was encouraged to have the telecare service as it was free
212. important for when you live on your own and no family for 130 miles
213. iam the sole carer for a 96 year old lady and it is the only support i have, but has been invalueable over the last 16 months it is an excellent service and the staff are brilliant. Even with the charges it will be value for money for most people
214. I am 91 years old and live on my own. The facility gives me reassurance that i wouldn't be left on the floor if I fall and nobody know. The button when pressed gives me communication with people that can help me.
215. i have celebral palsy and live alone. It will take the pressure off my parents if staff from progress call on me
216. To enable me to have some measure of independence and remain safe
217. I live alone, have dementia, poor eyesight and mobility issues. i have no option but to continue for my wellbeing
218. i live alone, cannot rely on neighbours being available all the time
219. because it is a neccesity for my security and wellbeing and peace of mind
220. i need the service but never expected to pay for it. i already have family who have a key and a key safe
221. i need the help, my husband is deaf and my neighbours are away a lot
222. i think this is a very good service and i feel much safer using my pendent
223. Likely to continue, because I live on my own and it gives my peace of mind to know somebody if there if I need it.
224. very likely
225. for peace of mind, only used 2-3 times last year but feel it is very important to have in the house as one day we will have a situation where we really need it
226. Because i live a lone in the propret
227. I live in a rural location, so it is literally a lifeline for me. I could not remain living on my own in the house without Progress Lifeline.
228. I would like option one which is £4 a week
229. I have a falls alarm and might need help if I am at home alone
230. Peace of mind at 80 in September + living alone
231. It's essential for me as an elderly, frail person living alone.
232. i have no choice! RE bad balance
233. because of the extra support it gives me, it makes me feel more confident. This however might be at a reduced level in future
234. I have no choice as i have blackouts. If my husband goes out if gives him peace of mind before getting telecare been on back step and fallen which has resulted in broken wrist
235. both of us are disabled and need the use of something to call for help to help us get up if we fall

236. iam registered as a vulnerable adult
237. i fall often due to mobility problems
238. Very good service
239. Peace of mind knowing that help is at hand if i needed it
240. Iam a widow with no family, so rely on this service for peace of mind and security. knowing i can get someone to come if i have a fall is a great comfort to me
241. i have fallen quite regularly recently. I used to pay for similiar services via private companies before i got this one for free. I trust the county council
242. reasonable cost for the service provided
243. because i need the service
244. Because I am unsteady on my feet
245. service is vital to me
246. I have no choice - I am 94 + household
247. Dad lives on his own and it is for reassurance for the family
248. Because I have had some falls, the past one in the bathroom, I would have been in a fix without any help.
249. Because it is a life line & needed
250. bcause when i fall i cant get up, and my friend/NOK who i live with, cant lift me
251. Just pocketing money as pension not going up. No help all expenses, already on benefits
252. Need the service - live alone
253. the service is required for my mum who lives at home with mixed dementia and other health problems. This is a lifeline for her and us her family to know that she is safe.
254. This provides the service i require
255. because it gives peace of mind to my wife when she has to go out
256. Because i am disabled, and have no other choice to ensure my current state and wellbeing
257. Still need reassurance help is at hand if needed
258. no other choice to continue but would prefer to go without the charge
259. peace of mind for me and family
260. I am 97 housebound and require piece of mind that someone can help.
261. because i find it reassuring
262. I live alone, I have ceribral palsy Feel safer
263. need it for secutiry
264. need to have service as life on my own. Also have carers 4 times a day
265. poeace of mind
266. As I am housebound it is necessary to me especially if my son is away on holiday. I have a fall I have no other means of alerting someone for help.
267. not very happy but as i live alone, i dont really have an option
268. my father is able to afford the cost. for us the service is invalueable in it offers peace of mind, was surprised it was free anyway
269. I am vulnerable to falling and unable to get up off the floor infrequently!
270. i am severly disabled and rely on a wheelchair to get around. I spend many hours in my home alone or with my husband who has dementia. we cannot use a phone to get help, telecare is our lifeline
271. it would be a lot of money for myself, but also my husband is home more
272. want to maintain the service
273. because we feel we need the level of safety and care we have now

274. I need help when I fall. Your help is second to none. I am waiting on two knee replacements and my right just keeps giving in, I can't thank you and the first response enough.
275. having used the service to the full at various times of the day, i found it invaluable and would of struggled without the help
276. very good service, give peace of mind
277. Because iam 94, live alone and dont have any family nearby
278. Because I live alone
279. satisfied with current service
280. living alone and being frail and unsteady on my feet it is reassuring. my family who have supported me have their own problems, i recently fainted in my kitchen and moved across the floor on my bottom as i was incapable of getting on my feet.
281. as iam 99 years old and not very steady on my legs, this is peace of mind for my family
282. because i live on my own and am 94 years old. it gives my family peace of mind
283. i need the peace of mind it gives me, especially if i fall
284. as a vulneravle adult it gives me peace of mind to know that should an accident occur a member of my family will come and help me
285. peace of mind and safety. if my mum had a fall she wouldnt be able to get up
286. live on my own so peace of mind
287. The service is good to have as back up if its just me and my son at home.
288. my mum is 93 and lives alone so service is vital. not happy she has to pay for it when it keeps her in her own home!
289. because i need security and peace of mind that someone can be contacted if im in distress/fall
290. Because this is an assessed need by the individual we support, it is part of their care package and is identified as a necessity for them to stay safe at home. One would hope that this would then become part of their assessed finance package and not be something that the individual themselves has to pay for.
291. because it is a good thing it puts my mind at ease
292. because i still need it
293. i live alone and need telecare to keep me safe
294. it is a very valueable and excellent service, response is excellent, very caring people
295. i need the service as i am at risk of falling and live alone. i will still need the full service
296. peace of mind
297. i will need some support in case i fall or need help. gives family peace of mind incase anything happens
298. it is my emergency service so i can continue living alone at age 98 i would like to remain independent for as long as possible
299. becaue im 86 and disabled and the pendent makes me feel safe as i know someone will come to my aid if needed
300. being alone in my home, my lifeline is there for me if i have a fall or need any supprot. it gives me reassurance as i suffer with MS
301. i live alone in my bungalow, am 91 years old, and deaf and blind
302. because im 89 and live alone. i only have a pension

303. because they are vital to me staying in my own home
304. excellent service has enabled me to live independently
305. i need the service to live in my home safely
306. very useful service
307. feel safe and secure
308. in the unlikely event my husband was not available, i would need help
309. not much choice!
310. Well I have meniers desiese and balance problems and fine the life line invaluable as I live alone.
311. Im disabled and live on my own. My family live 45 minutes away from me.
312. Because I live alone apart from my XXX XXX,I wouldn't want to spend 3 days on the floor following my stroke which happened in March 2017 before eventually being found,thankfully my then neighbours eventually realised there could be a problem as each time they let their dogs out my then 3 dogs were barking and eventually called the police who thankfully found me on the floor in the hall.
313. I am answering this on behalf of my 92-year-old father (I live in XXX) he has no choice but to use it. He is an elderly vulnerable old man, not having this service available isn't an option. I just hope other vulnerable people can afford this charge and don't end up in a life-threatening situation with no help at hand.
314. Because I live on my own and I my family dont live near.
315. As my husband's wife and carer, it does give me peace of mind when I have to go out and leave my husband on his own. I work part-time and need to do errands as well as walking our dog. The telecare system is so important as it allows me to carry out these necessary things. The personal alarm is also a comfort and reassures my husband that if he were to fall, for example, he could get help by simply pressing his pendant alarm. Whilst we are grateful that no charge has been implemented to date, it is also disappointing that at the current time when everything is going up in price, that you feel it is necessary to start charging at this particular point in time, well January 2023. However, we will need to continue with the system otherwise it will present many problems to both myself and my husband.
316. We have been using this service for a few years and Mum has activated her alarm a few times and we have come to rely on it as a safety measure for her living alone. To enable her to continue to live independently then we could not cease having this safety precaution in place.
317. my health is poor, suffer from angina, registered blind, type 2 diabetes
318. i think the cost is a little high
319. It is a much needed service which gives peace of mind and enables my mother to stay in her own home, it means that if there is a problem my mother is able to contact the call centre and help will be on hand if needed
320. It's for peace of mind.
321. I think this is a wonderful service that I couldn't live without. I'm more than happy to pay for the service.
322. It gives me security ifor indendance so that my husband can go out knowing that I am safe
323. excellent service
324. It is an essential care requirement for mums wellbeing and helps maintain her life at home

325. I havent used it a lot, but the confidence it gives me is great. just to know if i do lose my balance i can press the buzzer and you are there
326. no alternative
327. because i want to live independently at home
328. because i need it, i live alone and fall a lot
329. I live alone and have stage 4 very severe COPD and use this when I have an episode of severe difficulty in breathing
330. I live on my own and I require the service due to my mental health issues. It is a supportive mechanism in place for me if I am in an emergency and it also allows me to feel protected. My carer is my daughter and she is not always available
331. i have had lots of falls so i know i can reach out to someone to help
332. I'm vulnerable and I think it's a good service
333. it is neccessary for me to be able to get assistance if i fall
334. whilst living on my own it is a added protection if i fall. my neighbours have been my lifeline and it is through them i carry on Note: i already have a key safe and neighbours know how to enter my property
335. i live on my own and am prone to falling and unable to get up. i have found the service very helpful on the several occaisons i have had to use it. it gives peace of mind to me and my family as they live a considerable distance from me.
336. i appreciate the telecare service and would not like it to finish
337. because i live alone and it is more than likely with my advancing age and eyesight i can foresee problems
338. puts myself and my family at ease, knowing dads got an emergency service that can deal with him simply by pressing a button
339. i have no option, i rely on my lifeline. i have seizures and have needed emergency services for me many times
340. peace of mind when my husband is out of the house
341. i have MS and suffer falls. I need this srrvice to be safe
342. The telecare service has been invaluable as alarms for falling have been set off frequently and the service has alerted named individuals who have attended. CO2 alarms have been activated on more than one occasion, the most recent episode had a telecare employee on site within ten minutes and named persons have attended to check all is well and alleviate a stressful situation.
343. have used service in the past
344. I'm disabled and 82 years of age, my Husband is in long term care at home he would be unable to help me should I have a fall
345. because iam in a wheelchair – XXXmedical condition redactedXXX
346. No other choice. Due to severe Parkinsons and other age related health problems I am prone to frequent slips and falls. Without this service, my only other option would be to wait on the floor for many hours for an ambulance, putting my health and life at risk even if I had not sustained any injuries in the fall itself. This service is essential for people like myself to live safely in their own home.
347. its a great service, works well and makes me feel safe
348. i find it reassuring as i live alone. i have been grateful for the service when i have had falls in the past
349. peace of mind, knowing help is at hand when home alone
350. because i need it. if i didnt need it, i wouldnt pay

351. whilst i live with family they are sometimes away and im on my own so service is vital to me
352. reassuring and efficient - esp for family
353. i need it as i live alone and have fallen before
354. i need the service as i live alone and am at risk of falling. i have daytime carers and family visit regular. but am alone at night. i cannot use the phone without help so this service is needed in case of emergency when alone
355. age 96
356. i need this service as i live alone
357. it is a reliable service, that provides peace of mind. hopefully this means i can keep the equipment i have - keysafe, smoke alarm, CO2 alarm and pendent
358. I am severly disabled. My wife is now 71 and unable to lift me when i fall. We do not have any family in the area to call upon, so must rely upon the Telecare service.
359. I live in my own and struggle with my balance following a stroke a few years ago. I do t have anyone to call on that is close by.
360. Already a user so wish to continue
361. I am wife and carer of my husband XXX and we have had this lifeline installed for over two years and to me this is an extremely important service should he/l require assistance as our daughter who is registered as another carer for her father and she works in XXX. My husband is 77 years old and I am aged 76 so this service is vital for us. My husband suffers from alzihmers, COPD, diabetic, hearing impairment. We have through yourselves and other authorities all the necessary emergency equipment already installed in the house.
362. Both my husband and myself use this system and it gives us an added sense of security and safety 24/7. We are both in the older age group - I am 78 and my husband is 84. We both have mobility problems and disabilities. We have also been deemed as clinically extremely vulnerable.
363. Since I turned the age of 75 I have had too many falls. I have reached 84, I weigh around 13 stones and would be far too heavy for my 78 year old wife weighing just 7 stones to help me get up. I was put on this scheme following two or three falls that resulted in hospital stays, I was helped up last November when I fell outside out home, fracturing my wrist, it's so easy just a slip. My wife joined the scheme quite recently having fallen in our home over Christmas, I think we would both be reluctant to give up the Telecare service, but it will cost £44 for us looking at the scale of your charges. Yes everything has a price I agree, but why such a high price. I have no idea what other council charges are. In these times when we can barely keep up with the cost of living, food costs increase overnight, Gas and Electriciy also escalate overnight. During Lockdown the Government gave away millions of pounds supporting industries etc, up to now we have been given just £240 towards our help, at our ages we can't do another two hours of overtime to help pay for food. According the the media Shell made 6 BILLION POUNDS PROFIT, last year, yes make a profit, but don't hold the country to ransom. Please have a rethink about the charges for Telecare services
364. It has been very useful when I've needed to use it in the passed. It gives me peace of mind wearing my button.
365. Because I live alone, if I need assistance it's there for me.
366. Need for support in the house

367. i am 93 years old - live alone and all my family live away - XXX it is a comfort to know if i need help i can press the button and get it- havent needed it yet
368. because it is a neccessity. i live on my own, my husband is in a care home, im in danger of falling etc
369. because i feel safer haivng pendent and support of key holders
370. i am 84 years old and of limited mobility. This is a vital service to me, it connects me immediately to those who can help me if i have a fall. the reassurance + assistance it provides is beyond measure
371. good service for mt needs
372. you do a fantastic service and would wish to continue if funds allow
373. i am at risk of falling because of my poor balance and the weakness in my legs due to terminal cancer. i need this service for help if i fall
374. This service gives my family and me peace of mind, although £5.50 a week isnt great
375. if i can afford it, i will continue
376. i suffer from arthitus in neck, lungs and spine and have complete loss of balance plus various other illnesses. I am housebound & live on my own, if i did not have my alarm button & fell i could be laid there for a couple of days before my carer or anyone else came
377. just incase i need it, and family are happy if i need the help
378. the service has given the service user peace of mind if she needs it. we have found the service to be exceptional
379. because i have benefiteed from the service and am prepared to pay for it
380. gives my family peace of mind
381. i feel safe having lifeline. i live on my own and my health is not good, i have had falls
382. because it is good for my safety and gives me peace of mind
383. if i become incapacitated i want to be attended by professionals
384. I would like to have a little bit of support
385. Peace of mind for family
386. We need this service for safety of my mother
387. Piece of mind. Won't affect me.
388. This service is critical to me being able to feel safe in my home
389. So my wife can do our shopping and know , they are there if needed, family are very near by.
390. A valuable service and worth having back up if problems arise.
391. I'm happy to pay and other people in most parts of the Country already pay. I think it's worth while.
392. Because I have epilepsy and live alone. No warning symptoms before epileptic fit and fall
393. Because it is a valuable service, we like the falls lifting service.
394. Because this service is very helpful too me.
395. I am alone, peace of mind for my family. I have used the service myself and found the service so helpful especially me being blind
396. its a lifeline for me to ensure my safety
397. It was requested via social services
398. will continue giving security and wellbeing knowing if anything happens help will be available
399. i have used my lifeline on a number of occasions and found it very useful as my health is worsening

400. My husband has mobility and stability issues and falls on a regular basis. Telecare is of paramount importance and an absolute life saver for him.
401. I am unable to sustain my posture and fall frequently. Telecare is a life saver for me.
402. This is a necessary service for me as i suffer from dementia. This service should be funded by the NHS (like the ambulance service)
403. poeace of mind
404. safety
405. I do not have a choice. I live alone and my family live far away. When I fall I need help getting up. Telecare is a wonderful service, which gives me and family piece of mind.
406. the service is brilliant, giving confidence, assurance and peace of mind
407. I live alone and the service gives me and my family some security.
408. If I need help I rely on telecare
409. iam 97 years old and live alone
410. its necessary
411. because it enables me to stay at home
412. feel safer with the service. due to medical issues suffered a stroke and continue to have TIA's
413. because its a good reliable service
414. Currently if you fall and don't sustain a head injury you are low on priority for ambulance assuming you are able to phone for one. I have had use of this service for many years but my wife was advised to take up this service after a bad fall causing a significant knee injury. She had fallen 5 times within 8 month and it was the ambulance service who put her forward for this service. The quickest response was just over 4hrs but the majority exceeded 6hrs and it has been on the news that response times has got worse since then. Given that neither of us is able to get back up on our own and we are too heavy for someone to assist we have no choice. Early May I had a nasty fall and my leg still had traumatic swelling 5 weeks after the event, indeed it is still substantially impaired even now, and am much more unbalanced. Has any thought been given to scenario where two user are using the same keysafe & Telebase uniit. I.E. introducing a couples rate , otherwise you will be charging for same keysafe & telebase unit twice, not to mention the telebase is already being monitored for 1st person so only extra service is that staff may be called out a few times more. As social care is means tested shouldn't this also be; £44 per month on top of current fuel and generalised increased cost of living won't be easy to find which means will have to cut out food items etc. We already have virtually no luxuries as it is. Just because other councils charge doesn't mean LCC should.
415. i have had excellent service from telecare
416. because in the future i may need the services
417. I have XXXmedical condition redactedXXX, a muscle wasting disease, and cannot even get out of a rise and recline chair. Whilst I am rarely left alone the service provides me with a degree of reassurance.
418. i have a key safe already, its 4 years old
419. Because it is a sensible to engage with even with a chargeable service.
420. im 92 and live alone, i fall at home.if i fall i need to inform someone
421. not getting any younger and good protection
422. it gives me confidence and peace of mind

423. I do require an ongoing emergency service to give my family peace of mind. As Telecare is already an established provider to my home, it would be logical to continue with this service.
424. telecare provides a peace of mind and a measure of security for people who live alone and may need help if there is no family
425. based on my current needs, and i have used this service a few times
426. peace of mind for me and family
427. when something goes wrong someone is on the other line so will give you help if you need it
428. reassurance
429. I am completing this on behalf of my father who requires this service to ensure he is safe. He lives alone and is bed-bound / wheelchairs-bound. My Father needs the same service he has now which has been perfect, which is a mixture of Options One & Two. I really do hope the same service he has now will still be available. Regards - a very worried Daughter
430. I live on my own and I am disabled.
431. Because it gives me peace of mind for my son who has a learning disability!
432. I appreciate the security the service offers.
433. It provides a back up and peace of mind in case I get into difficulty/become unwell or have a fall
434. got no choice it is needed
435. (On behalf of my mother) Being 91 years of age and living alone, this service is regarded as essential for her safety and peace of mind so we would have no choice but to pay for the service.
436. Because it works for me at the moment
437. iam 95 years old and housebound, i need this service
438. because it is a service i need
439. £9 per week is too expensive for me but I will manage on the cheapest option for peace of mind
440. Because I live alone and I need this service
441. It means I can sleep at night as I feel safer.
442. I really rely on the lifeline and I would be lost without it. They give great service
443. I am in my 80's, live alone and am unsteady on my feet. I have used the service on occasions when I have fallen and used it when caring for my husband before he died. He fell on a number of occasions and I was unable to get him up off the floor. The telecare was very useful then and for me now I feel it is a necessity. I do need the service to continue living in my own home. Without the service I would possibly need to move into a care home of some sort.
444. Because I am 84yrs old and live on my own and I have no family living nearby
445. High risk - tendency to self-harm
446. iam disabled and retired and live on my own so i need the support of having the alarm system in case of any emergency
447. i feel so much happier knowing my mum has the service. iam her only carer and cannot be there all the time, so this gives me peace of mind
448. frightened i might fall
449. Because it has in the past been a lifesaver in that lifeline responded to my call for help when I had fallen on the bedroom floor and was unable to get up

450. I am very likely to continue as if I don't I would be put in a very vulnerable position
451. safety is so critical if i fall
452. because i need the security in case of an emergency
453. im housebound, in a wheelchair after a stroke. cost of living is bad enough and this is not helping need this service im afraid of falling
454. peace of mind as im vulnerable and elderly. i live alone and its a lifeline.
455. provides peace of mind
456. it is reassuring to know that help is close at hand
457. Essensial, for the safety and my peace of mind as mum has alziemers
458. progress lifeline has been a vital part of my ongoing care, been very prone to falling and this gives me peace of mind
459. It's a lifesaver but to charge for it in the middle of a cost of living crisis is deplorable. Bad decision LCC at a time when the most vulnerable in our county need all the help they can get.
460. my father has had a few falls and this service has been vital to his care, and is an exceptional service, we need as my dad is 91 yrs of age.
461. The telecare service is a vital part to me life. If I require any help in an emergency I know someone is on the other end of the line.
462. It's a life saver and has helped me out several times when I have fallen. It is a very good service.
463. The reason I say this is because I am disabled since birth and I have suffered from epilepsy for 50 years.
464. I am 91 years old and live on my own. The facility gives me reassurance that I wouldn't be left on the floor if I fall and nobody know. The button when pressed gives me communication with people that can help me.
465. To enable me to have some measure of independence and remain safe.
466. Likely to continue using because I live on my own and it gives me peace of mind to know somebody is there if I need it.
467. Because I live alone in the property
468. Because she lives alone and is frail, having had two falls and two fractures within the last three years. Recently broke hip.
469. I have a falls alarm and might need help if I am at home alone
470. Peace of mind as 80 in September and living alone
471. Because I am unsteady on my feet
472. We used this call out service when my wife XXX was on the bedroom floor and the were 10/10
473. This is a waste of time (mine and yours), you have clearly made your decision. This is another cut in an essential service - be honest. I have no choice - I am 94 and housebound.
474. Because I have had some falls, the last one in the bathroom. I would have been in a fix without any help.
475. Just sorting money out as pension not going up to help all expenses. Already on benefits.
476. Because it is a lifeline and needed
477. I am handicapped, I cannot use my left side (arm + leg) I need help in emergency
478. It's great
479. Feeling of safety and reassuring to know that there is someone at the end of the line.

480. Because I think it is an excellent service and I would feel unsafe/insecure without it.
481. The service is critical for my mothers safety so we will need to find extra funding during a difficult climate in terms of low income and high inflation rate.
482. Because I have had two really bad accidents, one in 2018 and one in 2021 and on both occasions telecare were there to help me. They are my life line.
483. Need the service - live alone
484. will only continue with option 1 Mr XXX needs contact if he falls, mostly i am at home with him. but do need to leave him alone sometimes to get provisions or take dog a walk
485. Having fallen down the stairs a few times; I feel it is an essential part of my self preservation tool, at 79 I dont bounce like I used too.
486. We have had a good service in the past. Two. Full Service
487. It's an essential as I live alone and have vertigo so I am prone to falls.
488. A good service that gives peace of mind
489. Only used once in 14 years and that was a mistake
490. I am autistic, have a learning disability and mental health problems. (I have sensors on front and back doors and a mattress sensor. There are not mentioned?) I also have a pendant and a keysafe. My parents are keyholders. I am 40yrs old.
491. As I am housebound I require this service to continue for me.
492. Peace of mind that someone is there to help if needed
493. I live alone and have cerebral palsy. Feel safer.
494. As I am housebound it is necessary to me, especially if my son is away on holiday. If I have a fall I have no other means of alerting someone for help.
495. I am vulnerable to falling and unable to get up off the floor unfrequently
496. I need help when I fall. Your help is second to none. I am waiting on two knee replacements and my right keeps just giving in. I can't thank you and the first response enough.
497. At level 2 a reasonable charge but :- There are two of us on one lifeline It would be fair to charge us for just the one
498. iam in my 80s now and disabled & not steady on my legs, also blind in my left eye. i may well need the service
499. The service gives me a sense - I have poor eyesight which is deteriorating - muscular degeneration I also have an issue with balance and easily topple over At present I manage to get myself up - but there may come a time when I will need some help
500. Because it is very reassuring to have
501. I need it as i live alone, and am very deaf so i cant use the phone
502. Because when my carer is out I would need to use my alarm system if I became unwell or had a fall and was unable to get up safely
503. XXX illness is similar to MND so will probably have option one £4 a week for piece of mind
504. We have used the call out service when my wife XXX was on the bedroom floor and they were 10/10 with thanks.
505. I am handicapped. I can't use my left side (arm and leg). I need help in an emergency.
506. I live alone, Im 86 years old. Dont get about so good, also I am pay LCC for my wife care home fees so Im of limited means and cant afford to pay anymore than the £4 a week.
507. It's great

508. I live alone and have previously had a serious fall.
509. we value your service
510. I am 83 and live alone and have had to ask for help over time.
511. Feeling of safety and reassuring to know that there is someone at the end of the line
512. Because I think it is an excellent service and I would feel unsafe/insecure without it
513. i live alone, im 86 years old and suffer from severe arhtitis, if i fall i cannot get up
514. For peace of mind.
515. because of falling and poor mobility
516. So that someone will be alerted if I fall. I can stay independent in my own home so it is a necessity for me to continue with the service.
517. I feel introducing fees for new clients in 2023 acceptable but existing clients should continue to receive it for free.
518. i need support, especially at night
519. Because I have had two really bad accidents, one in 2018 and one in 2021, and on both occasions telecare were there to help me. They are my lifeline.
520. most defo myself and my family find this service invaluable. i know that i have contact at hand which after my last fall i could of done with, as i was laid where i was for nearly 3 hours. my sister said if i dont pay she will
521. It's a lifeline and if I fall I need some help. I live on my own so I depend on it
522. Continued peace of mind.
523. in the past i have had a couple of falls. having my pendent gives me security as i live on my own
524. upto now i have never used it, i suppose it makes me feel more secure in case of emergency
525. I am totally dependent on the telecare service as i am housebound disable and prone to falls. I have no family close by.
526. due to my health needs
527. It is a lifeline as i live alone. I have fallen on numerous occasions and been unable to get up without progress it could have been disastrous.
528. because my mum needs assistance in getting up if she falls. iam her carer and cannot life her up by myself. need visit from pendent carers to help me
529. Because it's the family lifeline.
530. for security and peace of mind
531. I'm at risk as i live alone and am disabled. i need to know i can get help.
532. ive only fallen once lately, but im getting more unsteady
533. High risk of falls due to advanced parkinsons disease. My wife/carers is with me most of the time due to my condition and poor mobility. She only leaves me alone when she has no choice (rarely).
534. As I live alone and have quite a few health issues, including mobility problems, should I fall, I would be unable to get up. This service gives me peace of mind. Nearest relative 30 m/s away
535. iam over 90 years old and live alone. im diabetic and have mobility issues. i have needed to acces this service in the past
536. Because i'm at risk and live alone, my family are more than 30 mins away and i feel safer having got my button.
537. Found it useful to help to live independently.
538. feel i may require service as im vulnerable
539. Excellent service.

540. I am prone to falling and need my life line pendant as i live on my own.
541. given our age it is an essential safeguard
542. the reassurance and peace of mind
543. Due to age and physical / mental problems
544. It will give my key holders (2) peace of mind. if i carry on using the service they know that if i have an accident i just use pendent and they will get phone calls.
545. Because i live alone and am unsteady on my feet. No one nearby that i could trust wiht my keys thats why i have a key safe.
546. i need the service it makes me feel secure in my own home
547. this service is too important to discontinue, as assitance can be a saviour of life
548. iam on my own in the home and would need some safeguarding mechanism
549. I need the service - i will pay.
550. Feel i might need them as i have in done in the past.
551. When i go out for 2 hours or so its so reassuring to know albert can call for help.
552. Family peace of mind and living alone i know there is someone to help. I am registered as partially sighted.
553. Have fallen down the stairs a few times. I feel it is an essential part of my self-preservation tool. At 79 I don't bounce like I used to.
554. It has to be safety fist so really we have no choice. My mum has parkinsons and dementia. The alternative would be putting her in a home.
555. It would make me feel reassured if i was unable to call for for assistance when required.
556. We have had good service in the past. Two full service.
557. Because of my age.
558. A good service that gives peace of mind.
559. Because it worked since i started getting care its my security.
560. Need support because my medical needs.
561. Only used once in 14 years and that was a mistake.
562. He needs the service, good for peace of mind.
563. Because I think its an excellent service and puts at rest my family's worries about me falling
564. blind
565. The current service is a goof one any alternative would incur a cost so easier to same service
566. as someone who wants to remain in their own home, my mum requires rapid connection to help in case of emergency. she has had this service for many years and it had proved reliable
567. I am autistic, have a learning disability and mental health problems. I have sensors on the front and back doors and a mattress sensor - these are not mentioned? I also have a pendant and key safe. My parents are keyholders. I am 40 years old.
568. As I am housebound I require this service to continue for me
569. Peace of mind that someone is there to help if needed
570. i will have to use it. but with utilities going up all the time i will have to find a way to pay.
571. I think it is a fair price for what it entails (example) if you fall hold on there will be someone there to assist you

572. Both sides of my bungalow have keys also have always had a key back door wall beside front door and also house opposite always keeps a check on me.
573. the charges appear excessive, to say the least but what can i do? it is close to blackmail! i could join the AA for £6 a month
574. Because I have no other choice
575. no family in area
576. I also use this service
577. I am 98 years old and very unsteady on my feet. I have already fallen a couple of times and had to go to hospital twice. Once when I broke my hip and then when I hit my head on the concrete outside.
578. At Level 2 a reasonable charge BUT: - there are two of us on one Lifeline. It would be fair to charge it just for the one. I am on palliative care and am unlikely to survive for long.
579. I wish to live independently in my own home, and require this service to enable me to do so. I am very happy with the service I have received up to this present time.
580. The service gives me a sense of security. I have poor eyesight which is deteriorating - macular degeneration. I also have an issue with balance and easily topple over. At present I manage to get myself up but there may come a time when I will need some help.
581. money is very tight, peace of mind that i know mum is ok when im at work is more important.
582. Emergency
583. safety first, help at the press of a button
584. Although i rarely use the service it is reassuring to know it's there if i need it. I'm 74 and live by myself, i manage fine at the moment but that may not always be the case, one question; will it be possible to upgrade if necessary in the future?
585. i will only say what a strange question, rather than - how stupid! When you are over 90 you need all the help you can get
586. Because it is very reassuring to have
587. Because when my carer is out I would need to use my alarm system if I became unwell or had a fall and was unable to get up safely.
588. His illness is similar to MND so will probably have Option 1 £4 per week for peace of mind
589. I have had to have ?been at 3 times found them very good and quick. I would go for the £5.50 had a few falls lately.
590. Rather pay £4.00 than fall and be on the floor until someone calls
591. i have oestophorisis and i have had several fractures to my spine, i use the alarm pendent when im alone and fall
592. i say that for peace of mind for myself and my family. i want to stay in my own home as long as i can
593. For peace of mind and security for myself and my wife
594. The need at the moment
595. service needed as i live alone with no relatives
596. Because at some point i may need help.
597. Being an pensioner these charges are a real problem £208 or £286 or £468 then asuming VAT not possible or fair
598. I feel much safer knowing that help is at hand in emergencies.
599. Very likely to continue.

600. not much choice as i need this - live alone and housbound a necessary expense amongst all the other things going up this year. i have to jiggle and pay for things that are really needed and not have the money for any pleasureable things
601. I live alone, I'm 86 years old. Don't get about so good, also I pay LCC for my wife's care home fees so I am of limited means and can't afford to pay anymore than the £4 a week.
602. We have no choice but to carry on with the service. Even though it is rarely used, it gives my wife peace of mind. Knowing that when iam out there is help when need. It is a valuable service.
603. Because i am 82 years and live on my own i am waiting for an hip replacement, and I trip and have falls because my leg just gives way. And i feel safe knowing I have this in place.
604. our mum relies on it, lives on her own
605. This service ensures that my mother can live in her own home, which is what she wants. She is unable to live independently if she has no support.
606. Because if we dont carry on this (now chargeable) service, our mother (who wishes to stay in her house as long as she can) would be at risk if she fell over and had no one to pick her up. So we have no choice but to pay - £9.50 per week!
607. needed, no family near home
608. Because I think that it is good to have someone to help if I get into a circumstance at home (being fall etc). I have several health issues and need one respect the support.
609. It's a lifeline and if I fall I need some help. I live on my own so I depend on it.
610. telecare is invaluable in providing a service to help with falls. have used the service 7 times
611. I shall feel safer.
612. i have parkinsons and osteophorosis. i am alone most days as my daughter works
613. need this to continue due to my health needs. also get visits from carers due to my MH needs
614. because homecare are so reliable and come daily
615. im 95 and live on my own. i have no option but to continue with the service
616. gives me peace of mind to know that if i need help in a emergency it is monitored as i live by myself. feel a bit more confident with it and my family are happy
617. As I live alone and have quite a few health issues, including mobility problems. Should I fall I would be unable to get up. This service gives me piece of mind. Nearest relative 30 miles away.
618. Because I think it is an excellent service and puts at rest my family's concerns about me falling.
619. The current service is a good one and any alternative would incur a cost so easier to keep same service
620. Peace of mind.
621. The service was recommended and set up by LCC social Services following a fall in 2017 of my mum, a 92 year old lady, who lives on her own in a bungalow. It has provided the family with peace of mind that provided the monitored person wears the pendant help can be provided reasonably quickly. We will continue using the service to also give the monitored person the confidence that help can be delivered should an unfortunate incident occur.

622. Because I have no other choice
623. I also use this service
624. I am 98 years old and very unsteady on my feet. I have already fallen a couple of times and had to go to hospital twice, once when I broke my hip and then when I hit my head on the concrete outside.
625. I wish to live independently in my own home and require this service to enable me to do so. I am very happy with the service I have received up to this present time.
626. Rather pay £4 than fall and be on the floor until someone calls
627. For peace of mind and security for myself and my wife
628. The need at the moment
629. Being a pensioner these charges are a real problem. £208 or £286 or £468 then assuming VAT not possible or fair
630. A very good service.
631. the alarm system gives me confidence to remain in own home
632. my mum lives on her own & things are getting very expensive and adding extra costs will not help. her contribution goes almost entirely to carers. she does not have enough money left to pay bills. she will have to opt out
633. iam very happy to pay for this service
634. because im prone to falling if on my own i could be on the stairs or floor for hours without help. it is very helpful and gives me confidence
635. i already have a key safe outside so my carers can already gain access. feel more secure with this service
636. This is on behalf of my neighbour at 96 (he lives alone) he needs his lifeline. We would like to keep his wrist band at £4.
637. my husband suffers from alzheimers and can very easily become confused. he can wear the pendent and only needs to press the button for help
638. i live on my own and may need to call for help
639. due to my age i need this service
640. I live on my own and am XXXmedical condition redactedXXX - it is an essential service for me.
641. I had a fall in the garden approx 12 weeks ago and fractured my pelvis. No overheard me calling and i had to shuffle on my bottom into the house, the bracelet and pendant give me confidence in my daily life, showering and going into the garden.
642. Likely to continue no matter what as this is my only hope of being saved. I am housebound as can only walk with a frame. I have balancing issues so this is my priority. If i can't afford i will just skimp on food or bills
643. i have a stairlift, am capable of showering myself and cooking at present. I have neighbours who help if i need anything
644. might be moving into a nursing home but not sure yet
645. the lifeline is exactly that for my husband. its a neccessity
646. Already have care in place and lifeline wish to keep thing the same.
647. it is a vital service for me now
648. £5 a week is worth my security.
649. because i have had 2 strokes
650. Essential safety measure. Peace of mind for self and family.
651. Because i live on my own without any family close by either side of me the bungalows are empty so if i fall i dont have anyone to call on.
652. peace of mind for my family and me to stay living at home
653. need it for safety

654. I would have to continue, i would have no option as i need the service.
655. Very likely to
656. Because i cannot comfortably live alone without a pendant to press to alert someone if i am taken ill or fall. I am elderly partially sighted and have severe arthritis.
657. because i live alone and keep falling.
658. as a precaution
659. I am happy with the service i receive at present.
660. I am registered blind and nearly 85 years old. There is only my wife and we have no family.
661. I require a monitoring service as i live alone (widowed in 2021) and am 87 years old.
662. Because the service i receive at the moment is okay.
663. Because of the falls i have had.
664. May not be able to manage more costs
665. gives me security when im at home alone
666. i need for myself and also for my anxiety i know someone is there for my safety
667. Chronic long term conditions include XXXmedical conditions redactedXXX . Therefore for XXX safety and keeping her in her own home this is an important safety issue.we have no option but to carry this service on .
668. We have needed this service three times since it was installed.
669. It is a very good service and have needed help on a few occasions.

Why do you say that?

- The following provides comments from those users who state they **don't know or are not sure** if they will continue using telecare when charges are introduced.
 1. cost
 2. I need the service but with the economic problems I will not be able to pay for my heating and other bills so to start paying even the £4.00 a week would be a problem for me and others
 3. The system which was organised for me by social services is designed to enable me to stay in my own home and be independent. The costs of living is now frightening me.
 4. My only income is Universal Credit and £4 a week is more than I can afford, £17.33 a month, my budget is beyond allowing any more expense as it is. I live on my own and have no other income.
 5. Need to assess if the benefits of the service warrants the high costs proposed
 6. Worried about increasing costs and on disability living allowance. Over 80 years of age - Registered disabled with Multiple Sclerosis, Partially sighted and 50 % reduced hearing.
 7. I feel it will be putting the most vulnerable at risk who aren't in a position to afford this service. The last thing this age group need is another bill to take care of just to stay alive!!!
 8. Age 92 + have to think about my finances yet I do like having my pendant for emergencies
 9. I don't feel that it's right to charge. I am struggling with my bills as it is so the added charge is a lot of money
 10. Is it really worth it? The vulnerable user is rarely without a family member or professional Caregiver, nor for any great length of time. 2. The vulnerable user is not able to understand when or how to activate the pendant button. 3. Phone activation is already being paid for through the phone bill and at a premium rate. 4. Are the professional Caregivers counted as one of the contacts or can these be in addition to the two nominated family contacts?
 11. The people most likely to need this service (elderly) also have a tendency to be frugal and hesitant to spend money. It would likely cause people who really should have the service to refuse to pay for it, even if they could afford it. The lifeline is the kind of service that isn't needed for years, but the one time it is then it is critical.
 12. I think with the economy in such a mess at the moment and inflation out of control it's not the right time to introduce more cost for pensioners.
 13. Think there is a cheaper service from what I have found so far.
 14. Think About £9 Keep life line going In January 2023 Be Good if can do direct debit If That Okay With My bank Be Good
 15. Cost
 16. Cost
 17. Many service users will be unable to afford to pay for telecare services on top of assessed care contributions
 18. I am on a fixed income and am 88 years old and afraid of the additional costs that I cannot afford them.
 19. disgraceful that you should charge disabled people

20. I am 93 years old and don't know what my health will be like in 6 months or if I could afford to pay the weekly fee from my weekly income.
21. 88 years of age, on pension credit. paying towards own care + inflation, gas/electric etc. Why not means tested? Once again penalising the most vulnerable
22. Mainly because of the cost. my husband is very disabled and would need level 2. He pays for his care twice daily, which would add £22 to his monthly outgoings.
23. as husband has complex illness/hospital/nursing home history (continuing care status) i hoped this service would continue to be free. I split my time between him and my mum who has vacular dementia who will also have to pay unfairly. husbands only recently got fitted
24. Because of the cost.
25. My mother lives with myself & my husband she is 98yrs old & quite independent for her age she is seldom left on her own , my mother had the monitor on when she first received it ,we had gone shopping and she pressed it by mistake the radio monitor was connected to my main line phone which is allocated in my lounge , she pressed it while she was in the bathroom she was unaware of this , we were informed and came straight home she was very upset & refused to wear it , I dont know whether this will continue or not
26. Charges coming when household budgets being squeezed.
27. I feel safe having telecare as I have dementia and live on my own it just tge cost of it
28. Because I very rarely use it
29. It's a lot of money for people on a low income to pay weekly if the service is only used once or twice a year or if it is only needed at night time.
30. Iv got Parkinson's badly I keep falling not sure if I will be able to afford it
31. I am completing this form on behalf of my mother in law who is classed as one of the most vulnerable in the country. She is 91 years old and still lives on her own in her own home, she has care assistance to help through the week with certain things which she pays for, she also pays for a cleaner to help keep the house clean and tidy. We also assist her with shopping, making sure all her household bills are paid and help her also with anything else she has problems with. It is worth noting that we don't live locally and are 50 miles away in an emergency so we feel the telecare service that she receives is vital on various levels. For you to consider charging for this service that she currently gets for free at such a time when the cost of living is in crisis and the country as a whole is a shambles is a disgrace and says a lot about the council and how it views its most vulnerable residents.
32. Although I appreciate the service provided, the extra cost on top of all other expenditures I feel are going only one way and that is up.
33. Unfortunately we have already had to make cut backs and we won't have the funds
34. I am filling this in on behalf of my 85 year old mother. She is registered blind and is severely hearing impaired. She has fortunately never had to press for lifeline services to date. However she has no family who live locally,so therefore needs the service to be able to summons help in the event of an emergency. Due to no one living close she is unable to have people local to hold keys , so would have no choice but to have the £5.50 per week service, as she does have a keysafe. £22 per month does seem alot for

something she has never used, yet is in place as an emergency measure, as no one knows what will happen in the future. So in later years she may need the service in place. Due to her hearing and severe vision impairments she feels this service should remain free to vulnerable people over the age of 80.

35. I feel that vulnerable people who live alone or those on pension credits should be exempt from fees
36. Because I do not receive disability payments due to me being over 65 when my accident happened
37. Not sure if it meets the needs for Alzheimer's if the person doesn't remember to press the alarm when necessary.
38. I live alone and will find it hard to find the extra money to pay for this.
39. At the moment we don't have lifeline so are unsure why we have been sent this
40. Because the cost of living has gone up, once I pay for my gas, electric and food, I don't have much left
41. We are finding all of these extra payments hard to justify. Perhaps a call out charge would be better?
42. Not sure if it's worth it, as I have to put money on the metre
43. Only on state pension
44. The enclosed leaflet looks cheaper
45. I am 85 years old and have Parkinson's disease and my mobility is worsening. To have telecare allows me to continue in my own home in the knowledge that should I fall help will be at hand
46. Cost of living is getting expensive, may try and find a cheaper option
47. Need assistance
48. The cost is quite high, and so far not worth the service. I also never wear the pendant as it's filthy and I'm scared to clean it in case I press the button
49. Everything is going up. I have only used it once and it wasn't much help so is it worth it? and I don't really know what social services consist of and what help I could get?
50. Financial situation
51. Money for my care has escalated dramatically in recent months and I can no longer afford my outgoings. I am using my life savings to meet the shortfall. I need to keep costs to a minimum so I don't run out of money and will need to look at all and any available options before committing to charges. I am really worried about these proposals.
52. This could be a further £36 per month to pay when no additional income is coming in
53. Depending on my situation nearer the time
54. I am 87 years old. I live on a modest pension and you are going to make me pay more money on top of my council tax of £135 a month. I think it is disgusting to take away my safety net
55. May not be able to afford it
56. Dependent on wife's condition
57. I will try it for a year and see after that I will do option 1. I take it with all the options we will still get a smoke alarm and carbon monoxide alarm and the batteries changed when needed
58. Rising cost of living for everything
59. From nil to £4 - too much

60. The system which was organised for me by social services is designed to enable me to stay in my own home & be independent. The costs of living is now frightening me
61. because we use it very rarely, and £5.50 is a lot every week
62. 20 a month is a lot when you are on benefits
63. it depends on cost of food, prices, cost of living etc.
64. My parents have this service installed at their home due to them being high risk. Both parents have been assessed as needing the telecare service. My mother is aged 93, was clinically diagnosed and suffers from advanced Alzheimer's Dementia. My father is aged 92, physically disabled, was clinically diagnosed and suffers from Vascular Dementia. My father is the one who activates the pull chords, should any problem arise. I am an only child and due to a clinical condition, cannot drive at night. Add to this, my father already pays almost £400 per month to LCC for excellent care provision and day care centre costs. Mother pays nothing due to her circumstances (income). Whilst at daycare they pay for food, approximately £100 per month, plus more for incidentals. Whilst this is giving them great pleasure, they are now to be bombarded with astronomical costs for their home energy.
65. because of charges. she is 95 and lives in her own home - cost of living make it difficult
66. On the basis we are still here, my wife has dementia, aged 91 and not well. I am my wife's carer, so hoping to keep up with the service you provide.
67. because it is a lifeline for me if i fall or cannot contact anyone. i have dementia and heavily rely on the lifeline. my daughter cares for her husband and me. i rely on carers twice a day
68. cant afford it
69. dont know if i can afford it
70. As an 89 yr old, i have recently had to start paying tv licence, all my bills are going up, and this maybe the straw that breaks the donkeys back. It was yourselves who offered this service in order to reduce my reliance on care, now you want to start charging for it, its disgusting.
71. cost of living increases so will have to make economies
72. Is there going to still be charges for those on Pension Credit if so not sure if he can afford it
73. Not happy having to pay for this service from the new year. why not charge anyone opting to use the service going forward - not start charging old people for a service they cant do without
74. if circumstances change and i find myself on my own, i may have to reconsider
75. Seems a lot of money for a service that will only be used occasionally maybe half the prices stated would be better as with everything going up in price a pension will only stretch so long
76. cost
77. No sure it can be afforded.
78. In this current financial situation we all find ourselves facing, do you honestly think it right to impose these charges on the vulnerable elderly disabled . Our combined council tax and water rates are £3899.93. When we all are facing extortionist increases to our heating and fuel charges this winter . Surely there must be alternative savings to be made elsewhere.
79. because i dont know if i will be able to afford it

80. the cost is a factor due to the cost of living crisis, being vulnerable, elderly and living on my own, i rely on this service
81. At the moment the extra cost to me is not an option.
82. I'm completing this on behalf on my 92 year old mother. Introducing a cost for this service with the state of everything at the moment is something my mother will struggle with. She is housebound and having the lifeline is a support to her when we as a family can't be with her. The extra costs she is paying for energy and the £159 she now has to pay for a tv licence is stretching what bit of pension she has.
83. Because it is very unclear which of the options would be best for my husband. We can't make a decision when the options are so vague.
84. This proposal is a disgrace, as usual discriminating against the elderly & vulnerable. My condition is neurological & I have a range of disabilities, I am unable to get up after a fall, an ambulance can take hours to come & also costs the tax payer approx £500 per call out. This increase is 400to 500% a disgrace!
85. Because it will affect my finances at a time of inflation £208 p.a or £286 p.a. Can I afford it?
86. Not sure can afford it with the increase in costs for food energy etc
87. At present cover is for my wife and I at no cost. Increase to 2 x 5.50 per week will make me reconsider if I can afford this on top of other price increases such as food or keeping warm next winter.
88. never had to think about it before
89. It depends on circumstances and the money situation, because we're on benefits.
90. This was arranged for me by social services because I live alone and am housebound. This has given me a lot of confidence knowing that someone will help if I fall or fall ill.
91. because we are both pensioners and have a limited budget, at the moment we are managing but with the cost of living increasing, there is very little left over after our bills, so another bill will mean cutting back on something else
92. Changes unclear. By emergency services do you mean the current team who have equipment (Raizer Chair)not get me off the floor or do you mean ambulance service? If the latter it's going to cost the NHS (or whoever) much more than the cost of sending a single person out. It would also put extra pressure on the already stretched ambulance service and make waiting times more unacceptable than they currently are. I wouldn't have thought getting a disabled person off the floor would be an urgent call on resources compared to heart attacks/strokes etc. If all that the Progress Lifeline team would do is phone ambulance, we may as well just phone ambulance ourselves and not bother with your services at all. I have severe mobility issues and cannot walk so I do not fall and hurt myself, but my husband cannot lift me off the floor (when I fail to transfer safely)so the Raizer chair is a 'lifeline' to me. You also state that the £5.50 service says that the Progress Lifeline service team would use key safe to enter house. This is not usually necessary in my case as the door is usually unlocked and my husband is present to open door. Disappointed that survey closed early, letter informing me of change only arrived today (last day) so not had much time to fully compose an answer. Would be good if you could list alternative providers eg Age Concern etc to allow a full comparison to be made.

93. Too expensive. £5 per month more reasonable.
94. As it's not good I worked all my life and have to pay for everything
95. Research will have to be made as to the best product & price. LCC commitment to helping vulnerable service users & carers seem to be on a rapid downward spiral. I have a diagnosis of Autism spectrum disorder, borderline personality disorder & diabetes which makes me reliable on help daily- in supported living etc. The telecare service gives me & my family a lot of reassurance that if I go into crisis that help is just a phone call away especially when my family are not available. I hope LCC take this consultation seriously & continue to fund this vital service.
96. It's a financial situation worry. The cost of everything is rising all the time. I am on Pension Credit and I feel something should be done to help lower class incomes.
97. I'm not sure that I will be able to afford it because I have just spent £5k on security recently, my savings have gone.
98. price rises on everything pensioners will struggle council tax rebate from LCC
99. A lot of people won't have the money to pay
100. Every post are putting up our expenses and our income is not going up accordingly. We have been on a fixed income now for over 30 years.
101. I am an 86 year old lady living on my own, recovering from a hip fracture and broken wrist trying to manage as best i can. another fall for me could be fatal, catastrophic
102. still trying to come to terms with proposed charges and whether i could afford them or not quite shocked about it
103. I would want the £5.50 service but I only have my pension. This is a lot to me.
104. I am 85 years old and I have been retired 22 years and do not have the savings I had. Not only that, I think £5.50 per week is rather steep for pensioners. I would have thought £5 per month is more reasonable.
105. I usually forget to wear my emergency pendant anyway....so not likely to push it in reality. I may also be moving to regular daily carers, so won't need the telephone check. I do need to retain the keysafe.
106. Unsure of affordability
107. With the current rise in the cost of living I am not sure if I can afford the extra cost. Once a charge is in place it won't be long before the cost increases
108. I have to look at my financial ability
109. my outside phone line does not work, and i cannot use the internet
110. It will probably go up each year
111. I haven't ever used it, but it gives me confidence, as I live alone now. My husband passed in 2018.
112. with the economic problems I would have to see if I could afford to pay for the service as my heating will take priority which I will struggle to pay for
113. I am extremely lucky that I have a wonderful family. I had the telecare put in March 2020 when I fell and broke my ankle. I haven't used it for any as my family take care of me upto now.
114. i feel safe having the pendant, but with the cost of living going up i dont think i will be able to carry on with the payments. i find it a useful thing, and £1 a week or a one off payment would be much more beneficial

115. with the prices of everything going up i dont think i can afford to pay £5.50 per week. i might consider it if it was £3 per week
116. I have a key in a box outside
117. £4 per week is extremely costly £10 for a 4 week period is reasonable
118. Was informed that it would be free as needed as Mum's 80 with Alzeheimers Live's Alone
119. Because it is a lot of money when i may never use it . The service is protection for me.
120. I am not sure whether I will be able to afford to pay for the service
121. I am 83 living on mu own - wife in care home with dementia I have health issues I wont bore you with - with costs going up day by day how I am to pay £16.00 a month? And what a time to pick to do this - and are you selling this off to some one like "Branson" who has more money than I do
122. I am 87 years old. I live on a modest pension and you are going to make me pay more money on top of my council tax of £135 a month. I think it is disgusting to take away my safety net.
123. because of financial impact
124. Worth having at her age just in case. Pensioners should not have to pay.
125. The system which was organised for me by social services is designed to enable me to stay in my own home and be independent. The cost of living is now frightening me. I am a seriously disabled pensioner with a limited income. To introduce extra financial burdens at this difficult time is disgraceful. I don't know if I can afford it next year. I'm already struggling. Why target the poor and needy now?
126. We have been paying for the service since 2019 (about £20 month) until May this year when Wyr Council took over payment
127. On the basis we are still here, my wife has dementia, is 91 and not well. I am my wife's carer, so hoping to keep up with the service you provide.
128. everything is costing more and im on a fixed income
129. I am not sure whether I will be able to afford to pay for the service. I find your consultation a bit of a puzzle. You say in your letter that you *have already decided* to introduce charges from January 2023, but overleaf you say you are proposing to introduce charges. Which is it? Is the introduction of charges not likely to be counterproductive because without this service people may not be able to remain safely in their own homes and may have to go into care, which will cost the County Council more.
130. at the moment with the cost of living soaring im just about coping, but there is going to be another massive increase in energy bills
131. the cost. We are pensioners and only get our pensions for income
132. I am 83 and living on my own - wife is in care home with dementia. I have health issues I won't bore you with. With costs going up day by day how am I to pay £16 per month? And what a time to pick to do this - and are you selling this off to someone like "Branson" who has more money than God - he is never satisfied.
133. At present if my alarm goes off they initially phone me to check whether I need help or not. If its minor they get my daughter to contact me. If serious they arrange emergency service, many accidental times when I have pressed so alone service OK. Does not need person to enter and check

134. it was the hospital who said i needed it to be discharged home safely.
I have never pressed it
135. We need to be sure that "HELP" is available in the event of an
"Accident" or "Incident"
136. As a pensioner I feel that the charges are too high, due to the increase of
the cost of living I don't think I can afford that as my pension will not
cover it
137. I am an 82 year old lady living on my own, and feel a bit worried, that
I am being asked to pay for a service that keeps me safe, and able to sleep
at night
138. Pensions are not very great at the moment so an additional charge
per week for a service that is presently not charged for is rather cheeky!!
Being old is not something we are responsible for!!
139. I have not decided yet if I can afford it
140. increase in my bills by £30 a month then October possibly another £30
may have to call an ambulance if I fall in future
141. I will have to consider increased expenses of gas, electric etc
142. I am 91 years old. Hard up and not sure when death will come. I may
not be able to afford the fees.
143. We have been paying for this service since 2019 (about £20 per
month) until May this year when Wyre Council took over payment.
144. On the current system once the pendant is triggered someone
contacts you immediately to check. Many times the pendant was activated
by accident so how the new system if it is a real emergency or a false alarm
on level 2?
145. Because this service is not used often, it's just a (lifeline) so a carer
can just go and get essentials with the knowledge that you can be
contacted. Don't need anyone to come out as carer always here. Saving
money by being a carer in the home, thus not costing being in a care home.
It's unfair.
146. because I don't know
147. I disagree with the introduction of a charge as it will exclude the most
vulnerable especially with recent cost of living increases
148. well now, the home care continually seems to increase so it would
need financial appraisal at the time.
149. I have to work out if I can afford this extra expense on top of
everything going up. [indicates interest in option 1]
150. it is an easy target, an attack for being disabled. gov't should be after
big business to pay tax instead of pricing out the disabled
151. depends on inflation and bills
152. I have 4 carers coming in each day so we need the key safe as they
may need to gain access my wife is my full time carer too, who is giving up
work not just for me, but for her own health reasons.
153. As a vulnerable person - I think this service should continue as a free
service
154. At present if my alarm goes off they initially phone me to check
whether I need help or not. If it's minor they get my daughter to contact me.
If serious they arrange emergency service. Many accidental times when I
have pressed so phone service ok. Does not need person to enter and
check. I think the existing key safe should be used in "emergency only"
situations. I would be quite worried if they were being used regularly

whenever alarm sounds by a larger variety of people. I have not yet had to use the service properly but feel safer in the knowledge that I have a button to press in emergencies.

155. You are affecting the most vulnerable people in society. you are asking for a charge that in my opinion would be criminal. there was a delay in replying to this letter as i was awaiting a response from my MP. Make no mistake i will take this further
156. since registering with progress lifeline we have only had to seek help on 2 occasions when my husband falls we are willing to pay when we do a call out but cannot see sufficient value in paying over £200 per year when we only used it twice in last fw years
157. We need to be sure that "help" is available in the event of an "accident" or "incident"
158. My mother is 91 and money is tight! Surely people over a certain age should still get this free, since she has lost her husband in february its hard for her to make ends meet!
159. As a pensioner I feel that the charges are too high. Due to the increase of the cost of living I do not think I can afford that as my pension will not cover it.
160. I am an 82 year old lady living on my own and feel a bit worried that I am being asked to pay for a service that keeps me safe and able to sleep at night.
161. As a vulnerable person I think this service should continue as a free service
162. Because of the cost.
163. Due to the cost of living crises the increase in food and special diet food. Also the energy costs over winter a very big worry. I will be going without this Charge.
164. Its another expense at a time when all bills are going up drastically, it will be another £208.00 a year on top of care package i need for carers gas electric water insurance boiler cover stairlift cover etc etc.
165. with my cancer im not sure if or when it will mutate, i have already had one go onto my chest but lukcily the Dr found it and removed it. im on even more medication now
166. As this service was recommended by Social Services for safety and no fee was discussed we would have to review our finances towards the end of the year as the cost of living is increasing tremendously.
167. the service was offered free to mum safe in her house, being charged for this service when everything else is going up may be too much. she already pays for day centres and carers
168. Option 1 - Key holders may not be around when i need them. Option 2 - How long would it take for progress house staff to arrive. Option 3 - Not sure weekly telephone calls or check would help us anything could happen in between.
169. Because i have not used it (only accidentally) once it was installed - but i had a stroke in Feb and as i live on my own with no family near, will i have a fall.
170. This is too great a weekly charge. I have a lifeline and my niece knows my numbers that wellbeing charge is disgusting so much for county councils welfare hub.

171. We are currently researching alternatives including different services and costs.
172. Because of all the price rises going on at the moment another £22 monthly might just be stretching my money too far
173. the lowest package is £16 a month which will make a big dent in my pension
174. As my husband's condition is now serious I leave him alone much less and he is only able to sit in the chair when alone. However we would feel very vulnerable without the service and would add to the ambulance waiting times if we were to wait for an ambulance to arrive.
175. It is very useful to me but I will need to consider carefully the costs.
176. , I currently have the Telecare service and I am now stressing due to receiving the letter advising the charges that are going to be implemented. My only income is Universal Credit and I live on my own, and there is no way I can afford the service which I rely on and makes me feel safe in the knowledge I can get help when needed. Can you please advise whether there will be any reduction in charges for this service for people like me whose only income is Benefits.
177. SU received letter about the Lifeline charges. SU not happy with this and isn't prepared to pay for this due to her health conditions. The SU called the number on the letter and they in turn sent her to us to discuss in more detail.
178. At present, we have peace of mind, that if my wife falls and lifeline are contacted, then they send someone round to pick her up with the appropriate equipment. It is not clear if this takes place with your proposal of level 2 cover. We will respond to the consultation. XXX.
179. I am 82 years of age and use this service very little but may be used in the future, even the lower cost I would find hard to pay with the additional cost of me Electricity.

Why do you say that?

- The following provides comments from those users who state they are **very unlikely or unlikely** to continue using telecare when charges are introduced.
 1. My dad uses telecare he's an alcoholic, it's easy to say he's making choices but he has a disease - he will not pay for services but has accepted telecare. He is at risk of being left on the floor costing more in hospital if he doesn't have telecare.
 2. Feel the charges are too high for a sleeping service.
 3. Family members have moved in to support me so I would not need any additional expense to contact them
 4. Will not be able to afford it. Heating and food have gone up and Lancashire county council have found a loophole to increase my carer costs from £32.28 to £204.60 per month.
 5. I am on a fixed low income and will not be able to afford it
 6. too costly and everyone in the household has mobile phones
 7. There was no mention of this when you install it, that we might have to start paying for it. And I don't agree
 8. Mr xxx is bed bound and has someone with him at all times and he is unable to use any equipment by himself.
 9. We are being stretched so much with increasing cost that I could not afford the cost so would no longer be able to use this vital service for my independence
 10. A charge would not improve the service and it would be a cost I could not afford
 11. Can't afford it
 12. We can't afford the extra outlay.
 13. I share my property with a friend due to my financial situation, I could not afford to have more money taken each week.
 14. Cannot afford to use the service of I had to pay, luckily I've not had reason to use this service, since having it installed, so I would have to take the risk and hope for the best.
 15. Money very tight at moment
 16. you could not have chosen a worse time to introduce a charge for such a valuable service. At a time when most every vulnerable person is suffering financial hardship in the cost of living crisis, the choices between essential needs are bordering on Victorian standards. Heating vs eating and you have just added a charge for the only security some of us have. It saddens and disappoints me deeply that you have implemented a charge for my lifeline.
 17. I am 75 years old and very poor health surviving pension have I to stop eating et cetera and pay this cannot afford to
 18. Limited funds available to pay - alternatives will be sought
 19. It isn't very reassuring to have to pay for some thing that has been free for such a long time, I had to give up my carers because you deemed it fit to make me pay for the help and care I received. so I will not be paying for this service and you will have to make an appointment to reclaim your electronic machines. very discussed with the way you are treating people.
 20. At a time when the cost of living is spiralling out of control, being asked to find an extra £22 p/m (in my case, given the proposed costs) just isn't feasible.

21. Mum has dementia and is struggling to remember what the Telecare bracelet is for - it currently provides the family some peace of mind but Mum has a limited budget so if charges are introduced it is unlikely we would continue with its use.
22. I am 89 years old and have a state pension and £4 a week pension credit as my total income so I cannot afford to pay for the monitoring service. Perhaps it could be means tested for those of us on low incomes? Or even no charge for citizens over a certain age? It helps us as elderly people living alone to feel safe in our own homes but clearly not any more from January 2023.
23. We only use the outdoor key box
24. Lifeline 24 charge less than £4 a week
25. I can't afford to pay these prices which will put my health and safety at risk
26. It is being introduced at an inopportune time with the current cost of living crisis. We are fortunate not to have needed to use the service since it was installed, thus on a recent occasion had forgotten about this service and automatically found alternative help!
27. Simply can't afford to use it.
28. Have only tried to use this service once in 4 years and there was no response
29. My mother is 100 years old, very frail and at a high risk of falling and has been a user of the free service for several years. None of the proposed 3 options meet the present level of cover provided by Progress - currently 3 nominated people with keys and if none of these can be contacted then a member of Progress staff will call using the keysafe key to gain entry.
30. To pick the highest level at £9.00 a week comes to nearly £400 a year and I can not afford that even the lowest level is nearly £200 a year so no I would not consider having any of the plans .
31. Because after paying for all my bills I only a small amount left to get me by for the rest of the month .
32. We can't afford to pay
33. because it's true ! up till now the service has worked well. but I suspect if it changes to a paid service the same duty of care may be in doubt. also the full cost of £40/ month is an excessive "London rate" I believe there are many people that will take the same line and will opt out for cost reasons and put pressure on overstretched emergency services which will bear the brunt of this move very early
34. At the moment the system is unnecessary and the added cost would just be an extra expense.
35. I will not be able to afford to keep using telecare, the cost of living - food, petrol and energy prices are already crippling me and everyone else, to now charge for a service that helps disabled people like myself absolutely disgraceful given how money is so tight for the majority of people. I will have to cancel telecare because of the cost, this is now taking away my peace of mind for help, I regularly fall due to arthritis and when my kids go back to school/college in September I will be in the house alone and the security of the telecare will be taken away due to cost.
36. Cost of living is already increasing and I cannot afford it
37. Too much money
38. I feel a lot of services will decline this service becomes chargeable
39. Telecare is a social necessity which allows people like myself to maintain their independence

40. was told this was a free service by my age vulnerability nurse;
41. I am on benefits due to disability so I'm on a budget finding at least £4 a week is just not doable on a low income!
42. I don't live alone and at the moment with cost of living rising and horrific energy bills I am having to look at ways to save money.
43. I have no intention of paying for this service, you can come and remove it
44. I am unable to work due to my illness, therefore, unfortunately I will be unable to afford this essential service.
45. It is an additional charge that I do not wish to pay.
46. With rising costs this is just another additional cost I cannot afford
47. With the cost of living crisis I cannot afford to pay this. Food has shot up in price, gas and electricity have shot up in price petrol has gone up. Under this proposal you are making me choose between food and heating or this. Does Lancashire County Council want people to starve in the cold from January. Are Lancashire County Council prepared to see someone die lying on the floor in the cold hoping a visitor is going to come and see them or a carer call for a visit and find someone dead on the floor. People who have this telcare service are amongst the most vulnerable in the community and you are wanting to put them at risk. If you are wanting to save money bin this idea because it's ridiculous as you will have deaths on your hands and look somewhere else to save the money. You have wasted money sending these out, you have upset a hell of a lot of people and their families unnecessarily. This is the most stupid idea I have ever heard of as most people cannot afford it. Telcare service is not a choice to have it had been deemed a necessity by health professionals.
48. My Mother is 87 years old and has no spare income. It is disgraceful that you are removing or trying to charge for a service that she paid for through her taxes and HI payments during her working life. You should be ashamed!!!
49. I am severely disabled and already for my carers and this on top I wouldn't be able to afford it I think this is really bad getting people to pay for this service I think there will be a lot more people in a really bad place especially having to pay for this service as we won't be able to afford it to continue
50. I have found the service invaluable so far but I can't afford it at these prices. I can afford to make a contribution but these prices are dreadfully high. Perhaps you could introduce a system where those who are registered disabled or on benefits are exempt (like the NHS prescription service)?
51. Because the charge is far too expensive, I wouldn't mind paying a small fee for the service
52. Cannot afford it
53. As I am on basic retirement pension I cannot afford anything extra each month
54. When I first returned home, after being hospitalised for 10 weeks last summer, I had little sense of balance, and even less awareness of risk. My physical condition has improved significantly since then and I have never had occasion to use the Lifeline. One of my sons lives with me and I am never left unsupervised for any length of time. I was happy to have it as a back up whilst it was a free service but at over £200 per annum this service does not represent value for money for me.

55. I'd rather lie on the floor dying if all the council thinks I am worth £4 a week. I hope the people that make this choice encounter people like themselves when and if they get older.
56. We have been considering whether or not to have the alarm removed.
57. No longer required
58. Costs
59. It is basically a Council Tax increase on the people who desperately need it but can least afford it, especially in these very hard times. This means that people who can afford it or don't need it will be paying more council tax than anyone who doesn't need it
60. This is another example of exploiting people with disabilities with ever increasing cost of living with energy etc I am not in a position to pay as my disability allowance is inadequate
61. It's finding the extra cost when my household budget is already under strain.
62. Yet another charge on disabled people. This at a time when so many essentials are rising out of our control. Some things will have to go therefore I doubt I will start paying for a service
63. simply cannot afford it food and heating come first
64. Expensive
65. Can't afford the cost. Probably a call out fee may be better
66. I won't be using the service- It's diabolical especially in the current climate where all financial resources are extremely hard to come by and get used up on basic household amenities. I don't even get enough to save for a rainy day let alone pay towards telecare- please switch off service when it becomes chargeable
67. As the cost of living is rising, as in Gas, Electric, Food and fuel and the fact that I only have one income I cannot afford to pay for the service
68. 89 years old with a registered carer who calls daily and I cannot afford the cost for the basic level due to not receiving any benefits or financial help, only a very small private pension and my retirement pension, the energy costs and food costs have been trying to make ends meet a problem so if the choice between eating, heating and this service is to be made then the service is the one to go. It's another service which should be free to vulnerable aged in poor health persons being scrapped or charged for to raise funds for a money grabbing council it's a disgrace.
69. because I am with him or another member of our family at all times, however when my husband came out of hospital it was a relief to know there was someone there to reassure us and to know we had a back up in an emergency
70. Have smart speaker connected to phone, do not need to wear pendant or push a button - voice control.
71. Far too expensive
72. To start charging this amount as things are going up so much people can not afford it
73. I would like the service to continue for my Dad, who has poor mobility, suffers from Dementia and is at risk of falls. He is very unlikely to continue with this service if he has to pay. Even if I, as his LPOA, arrange for weekly payments he will probably try and cancel. It is a shame because I do not live near to my Dad and it is peace of mind for me.
74. Don't require it or use it so can't afford to pay for it.
75. I never used it

76. Because we are pensioners on a fixed income which is going down due to increasing cost of living. If we have to pay for this service we will have to cut down on something else to pay for it.
77. I only started using the service because it was free.
78. cannot pay choices go hungry get cold
79. Simply the cost. Still need the service but can't afford it.
80. I can't afford any of those prices. Why can't it come from my social care budget instead, to link it to that budget would mean I could still use it. I don't understand because social care recommended I needed it, so why couldn't it come from my weekly allowance?
81. Cost of living. I will have to choose between food fuel and my safety, with my safety bottom of the list as my health needs food and fuel first. You say that LCC is the only authority in the NW funding this- shouldn't that be celebrated rather than a race to the bottom? Social Care has been criticised in reports more than some other LAs, so maybe it needs such additional measures?
82. I can't afford it. I'm not sure why I'm bothering to complete this consultation, because the language is clear that this is going to happen irrespective of what the public responds- "this is about to change". Why have a consultation at all if there is no chance of it affecting the decision that has already been made. The council is committed to treating people with respect but it doesn't feel that way when decisions are made then consulted on rather than the other way round.
83. Can't afford it plus when I have contacted the team by phone in the past they have been very rude and unhelpful
84. The costs of living are getting so high so quickly that I just can't afford to keep it. I wish you could have waited till prices stabilized to make the change. Social care assessed this as a need, and I have a monthly social care allocation. Is it not possible to take it from that? I'd sacrifice half an hour less of care a week for 24 hours a day peace of mind that this service gives me.
85. Everything is getting more expensive and this would be unaffordable. Vulnerable and live alone, no family nearby. Progress Lifeline helps me survive
86. It's just too expensive. I've got friends in other local authorities who pay this amount per month, not per week. Why isn't it going to be means tested?
87. Lack of money. Also, why is this being introduced when the council use looking to replace it anyway? Why not leave as is until the new plan?
"Lancashire County Council is due to embark on a procurement process to source a provider(s) to deliver our future Technology Enabled Care Service. This intended commission will significantly widen the scope of our current telecare service to become all age, preventive, proactive and fully integrated with remote health monitoring and electronic care records."
88. I do not feel this is a fair charge. I am caring for my mother at home. It would cost far more if she had to go into a council facility.
89. can't afford
90. As we have had this facility for a number of years now we have to pay for it we can't afford this as we are both classed as disabled and the way cost of living and high rise in gas and electric seem that this will be unaffordable to us also the main reason was that if my wife was alone then if anything happened and I was at work then this was a safety blanket but now my

mobility is bad then I'm at home most of the time so the reason for us not continuing with the service is the cost.

91. Living with my husband who is very capable (at this time) to cope with an emergency. We may require this service sometime. Only used it once and found it not helpful at all.
92. As my wife has recently retired I now have someone at home with me, but feel the cost is very unfair for others who are on low incomes and rely on the service
93. while the service is very good, with the cost of living rising daily you propose to start charging the elderly and most vulnerable people in society. many disabled people like myself on end of life care need this service and can ill afford the proposed charges.
94. I live in a static caravan on a residential site, on my own, i have to pay site fees the same amount as 2 people sharing with 2 pensions, the calor gas has increased by 20.00 per cylinder electric has increased, have to pay t.v. licence on my own, will just have to hope we dont get a cold winter. I am housebound so amazon prime has just raised its price for t.v. everything is going up except for my pension .Cutting back is now a necessity I wont be buying anything new for a long time., sure the site fees will also increase.
95. Cannot afford the service.
96. We are a low income family and the recent cost of living rises have pushed us to our limits and beyond already. The service is a real peace-of-mind to me and my wife, but we just couldn't afford to pay so much more each month. I currently rely on the service because of my disabilities and my wife is my full time carer, so gets no income other than the carers allowance, which isn't much at all. We just can't put ourselves in more debt.
97. Cannot Afford it.
98. Because I am 85 years old and live alone and believe it should be free for all elderly people who alone if they want to have it available. If everyone pays, I would be willing to pay, but everybody doesn't pay, no excuses these days.
99. I feel that you should be ashamed for charging disabled people. i cant afford this.
100. In the last few years i have only used the button a few times. dont use the safe key at times, as someone has tried to get my bag, although they didnt manage it, it left me frightened, so stopped using it
101. We pay out too much
102. My husband has passed away, please can you tell me how to return the equipment to you?
103. Unaffordable.
104. The cost of living is expensive as it is, without the extra cost to pay out, so will not continue.
105. Too much money for me im 84 and a pensioner living in rented accommodation. I dont get much money, with my lifeline i feel safe
106. I currently only have pip and esa with all the current increases in energy fuel food etc I simply can not afford to pay out anything else.
107. cost= another additional cost e.g. tv licence, & energy and food etc
Cant afford it
108. We are not using it
109. Now only use occasionally.
110. Because i cant afford it
111. My husband is my carer

112. My weekly expenses are too high as it is. I dont know where all these increases are going to stop
113. Recently widowed 88 year old is reluctant to pay more money out of limited pension. ever increasing household bills with only one pension income
114. I am on benefits, with the cost of living i cant afford it
115. financial reasons
116. cant afford to pay charges quoted
117. due to the extremely high rise in the cost of living it is not a viable option for me. Maybe for these with vulnerable health problems on low incomes there could be a lower charge?
118. my mobile phone is only £8 a month, my family will respond
119. have carers 4 times a day. key safe outside, not used system only for test
120. because we are still struggling with cost of living and our carers benefit has been cut. we have to pay for dental treatment along with cost of living - gas, electric etc i dont think we can afford
121. cant afford it
122. I am a pensioner on benefits I cannot afford it
123. Things are just becoming to expensive as it's just another cost
124. Can't afford it. We're in the middle of a cost of living crisis, we can barely afford to cover our bills as it is. Because of my husband's disability he can no longer work and I have also had to give up work to care for him full time. We are existing on PIP and Carer's allowance, we still have a mortgage and our gas & electric has gone up to over £208 per month. We can barely afford to run our car, in fact we try not to use it as we can't afford the diesel. I can't believe LCC have chosen now to introduce a charge for something that is so badly needed by people at risk.
125. I have a history of falling. I only have the use of my left arm and tend to fall on my face. I cannot get up when I fall. I am also diabetic. I live alone and do not have any live relatives/children etc. I really need this service but I will be unable to pay the fees you will be charging.
126. Can't afford
127. times are hard and on a fixed income difficult to find this extra for a really good service.
- 1) The costs appear prohibitive. An initial set of lower charges, with subsequent incremental rises, might be more acceptable to users. 2) The involvement of neighbours implies a high degree of trust and also imposes too much responsibility on them.
128. I would need Option 2 (which I have now) but there is no way I would be able to afford it. I already struggle to make ends meet as it is.
129. I have not requested assistance since installation, over 3 years ago. Your introduction states: "From January 2023, we WILL BE introducing charges for telecare. If people decide to continue using this service, they will need to pay a weekly fee". Why the consultation, if charges will be introduced?
130. Cost
131. As you say Telecare is a 'lifeline' for elderly, vulnerable people. We have contributed throughout our lives via taxes to the social and healthcare system of this country. We should not incur this charge, especially now when we are having to choose between heating our homes or feeding ourselves.

You are targeting the most vulnerable and this will leave me vulnerable and isolated.

132. low income and rising cost of living.
133. Being on benefits and with the cost of living rising, I don't know how I can be expected to pay the charges being asked for. Cannot justify this expense and can barely keep up with bills as they are. This is putting people's lives at risk.
134. As a pensioner with limited means, recent increases in council tax, having to pay for the emptying of green bins, this additional charge would be a charge too far for my limited means to bear. My mother died of a stroke because she collapsed and was not attended to for 5 hours. Had she had telecare it is possible she may have survived. My wife goes to work in the knowledge that should anything happen to me there is a service that could potentially save my life. Making people of limited means pay for this service is another attack on the most vulnerable in society.
135. I'm already paying £17.50 a week for no reason I really think this is totally wrong I've had no help or spoken to anyone I have paid well over a THOUSAND POUND since I've been living here any health problems or any other problems I will sort them myself
136. Won't be able to afford the charges.
137. I can't afford to pay for this service.
138. Cannot afford the fee in the current financial situation
139. As I've not had to use it in an actual emergency as I've been able to get to my phone
140. My cost of living expenses are increasing in every area. I'm desperately trying to cover my energy and food bills and at the same time attempting to put something to one side for the upcoming energy price increases in October and January. I simply cannot afford to pay for this service even though it is invaluable to my safety in my home.
141. I can't afford the fees
142. We are pensioners and will find it hard to pay for this service on top of other bills going up, plus we don't feel we should pay for a service that we are not fully getting ie staff standing around while our neighbours pick my husband up from the bedroom floor.
143. The financial implications of the service would add extra pressure to already increasing bills
144. It's a lot of money out of my pension
145. I do not want any further additional monthly expense as everything has increased already and is likely to increase further. I do not see this service as being entirely essential for my needs to justify including it in my personal budget. I will therefore depend further on my relatives who live nearby should I need any assistance. This telecare service was included in my initial social services assessment after a fall and hospital stay about two years ago. Since then I have not had any incidents at my home where the service has been activated or used as intended. My close relatives who live nearby visit me several times each day as they take care of most of my needs and maintain my home for me. I also have a daily morning carer visit me for my morning care needs. I have a mobile telephone which is on my person most of the day.
146. Too Expensive

147. As the price of everything is increasing. I just can't afford to pay an additional charge for a service that is essential for my needs. I have epilepsy
148. As a PENSIONER the service becomes too expensive especially now with money being and budgets being squeezed
149. My sister is 93 & has dementia. This service was introduced by the hospital social workers just over a year ago & has not been used. She is currently paying over £300 per week for external care so to have to pay a further £208 a year for this (unused) service is excessive. I cannot believe that you are intending to introduce this charge in January 2023 - just when the elderly & vulnerable will be faced with huge rises in their fuel bills. I would imagine the vast majority of people using this service are elderly & vulnerable. They have become used to it being a free service so introducing charges at a time when their heating bills and day to day living costs are soaring & they are struggling financially to make ends meet is unacceptable. There must be savings that could be made in other areas to help finance this service. There will be many - particularly those on benefits or low incomes - who simply cannot afford this charge & will be forced to give it up putting them at risk.
150. I am on pension credit and with cost of living increases I can't afford it.
151. Used very little and even then by accident
152. Because I do not really need it anymore. It was offered to me after an operation when I was more vulnerable as I live alone.
153. cannot afford
154. We only need the service when I (the husband and carer) is away. This amounts to 10days, or less, per year. If we could just pay for these few days, I would be quite happy to pay.
155. Cannot afford it, escalating household fuel & petrol costs
156. The charges stated even for the cheaper packages still require us to be notified of and respond to concerns. We may as well be notified by the carers who are going in twice daily.
157. cant afford
158. can't afford to pay for it.
159. I cannot afford it
160. I will terminate the service when payment is demanded. Just cannot afford it from my old age pension. Payment from the elderly and infirm expected for everything. At 84 years of age I have to accept my lot towards the end of my life. Life is a battle and I am disheartened and weary by the demands and expectations.
161. With the cost of living crisis this is an expenditure we can live without. Our pensions are severely stretched already. This item was provided but not requested.
162. Due to the current pressures on my very limited income I have to prioritize my spending and considering that in all the time that the telecare system has been installed I have only ever activated it to test the connection.
163. I simply can't afford to pay for this service.
164. Cannot afford it in this current climate
165. Too costly on top of cost of living increasing after covid, pensions wont stretch that far.
166. I only receive ESA, income related, (Support Group) and with rising energy prices, and the increased prices with the cost of living, i'm barely

managing to live, as it is, and have to rely on the "Food Bank". I don't smoke, drink alcohol, or have a social life. I've suffered from several falls this past few years, both indoors and outside the house. This tele care system has been a lifeline for me. I live alone since mum passed, 6 years ago, and this is my only connection with the outside world apart from my sister who phones me a few times per week. She stays with me three times per week, too, as she's concerned about my general health/well being. It was my sister that told me about this system as she lives in XXX, Oldham, and doesn't drive so she's concerned about my general health, when she's not here with me, due to the falls i've had. I also suffer with XXXmedical conditions redactedXXX.

167. With the cost of everything else rising (power, food, etc) especially power bills, there is no extra money. I've already cancelled tv and streaming subscriptions, lowered phone tariffs etc. we are struggling as it is, we can't afford another bill at the the moment
168. Unfortunately due to the high cost of living i could not afford any of the weekly charges. If i could afford this service i would chose option two option one not feasible as i do not know any of my neighbours and my family don't live near me and option three is way too expensive. My son has recently moved in with me as i've had quite a few falls but when he's at work i'm on my own and when i lose this service and my son's at work if anything happens and i can't contact him i would have too waite until he gets home
169. 3% pension rise 10% and more cost of living I have to pay for tv licence now just not affordable
170. Would not be able to afford it due to the way cost of living is.
171. I already pay £1700+ for my wifes care home fees every 28 days. TV - dont pay. do pay council tax, utilities, energy, car, food, clothes and holiday
172. Resident in a care home - not needed
173. Because we were assured it was a free service
174. Because most people in our age groups cannot afford that sort of extra money to go out of our accounts especially considering food prices and electricity and gas bills
175. We have not used it, it was only a free trial
176. Dont think at my age i should have to pay
177. Energy prices doubled Food prices all other bills going up care costs going up every year
178. Because there are many elderly pensioners who need the service but have to rely on their pensions to live on, and cannot afford to now have to pay for the service
179. I cant afford it, so you can take it back and return it
180. Cannot afford it. Backwards move on safety and any duty of care !!
181. Because have not used it for 3 years and i wish for it to be taken out
182. Cannot afford it
183. Cant afford extra charges
184. Won't be able to afford it on top of household bills increasing.
185. We have people to look after my wife for free, so you can take the alarm, pendent etc out whenever you want, thanks
186. cant afford to pay
187. Cancel this
188. not used

189. because of the expense
190. Being on a fixed income every penny counts. I have had the system for a few years and have never had to call them. I have good neighbours, who regularly check on me
191. due to the cost of living. My coal bill alone has increased from £17 per bag to £26.50 per bag and i get 3 bags per fortnight. Along with rising cost of electric and food we have little spare money
192. Due to the rising cost of living
193. Because i cant afford it. Im disabled and my benefits just cover my bills now
194. I cant afford to pay this amount from my pension
195. Because I can't afford it, but I need it. It is my lifeline in the flat and I'm scared. I pay my Council tax and I think it should be part of that. I live alone in the flat up three floors and if I fall i need help.
196. I live on benefits I cannot afford the charges Benefits are calculated down to the last penny and is supposed to be just enough for us to live on. some of us dont have care packages
197. financial reasons
198. because of the cost of heating and everything - i just dont have the spare cash
199. Cannot afford to pay this. The jump in utilities has been difficult, and we have had to stop all manner of payments in order just to keep heating
200. The cost
201. with the cost of living it seems wrong to penalise the elderly and disabled
202. we (mums daughters) were told that this service was free, as she has alzheimers
203. iam not willing to pay as i dont think i will need it
204. dont use it now, have carers coming in
205. Do not expect to pay Carer is most reliable
206. I have to pay £107 council tax and only recieve £151 per week in pension and because i have a little bit of savings i get no help at all. This country thinks more about immigrants and people that have never paid a penny, they get more help than pensioners
207. Absolutely disgusted that Lancs county council sees fit to impart a charge ranging from £208 to £468 per annum as the users of these alarms are elderly to disabled users
208. After consideration we have decided we would like to cancel the service from Jan 2023
209. Some people can ill afford to pay that amount weekly
210. I havent used it whilst i have had it
211. Asked to leave early but was refused Please take out your product
212. I pay for carers to help me live independently and i will find the extra amount very hard to pay for. My heating and utility bills are £100 per month and with food prices increasing i will have to do without something to pay for telecare
213. Dear sir/madam Iam very unlikely to continue with telecare when the charges are introduced. This is because iam in receipt of benefits and at present looking for a carer for myself.
214. Because the charges for this service will be over £200 per annum which in the current cost of living crisis is costly

215. the service has deteriorated over the last 2 years no doubt they will blame the covid pandemic, but i think they are working from home. i have used the service twice of late, once no response, second time delayed answer. another problem is they insist on full details before they call the services you require. Very time consuming, in an emergency situation. In my case it was ambulance services so explaining your problems twice.
216. the monitor hasnt always gone off with care for alzheimers. this charge is just too much per month service was advised by social services but family call in every day
217. With the cost of living increasing I would struggle to pay for the service. I would quite happily has said yes but my gas has increased from £80 to £125.
218. THE COST IS TOO MUCH TO PAY, ESPECIALLY WITH ALL THE OTHER INCREASES THAT ARE HAPPENING.
219. Iam on disability allowance and pension credit. I'm living on the basics - why after all this time should i start paying? I've not used it yet, it was put in for my disability
220. It has never been used and i have family available. And i always carry my mobile phone with me
221. my father is now in a nursing home
222. Current cost of living
223. i work from home now, and am about to get carers in as my husband cant leave the house
224. This system was installed to aid my dads return home after a spell in hospital. Although being 93 he has no mobility issues and cares for himself, though i visit every day. most of the time he leaves the pendent off and doesnt need it
225. It is the only help i get for free
226. i cant afford to pay the costs
227. i cant afford it at present
228. I am presently in a Care Home XXX and therefore not currently using any telecare services (Progress Lifeline) which you have been providing. I am very unlikely to return home in the foreseeable future so these services will no longer be required.
229. because some people will not have to pay, some of them will have worked and will not have paid a penny into the system or ta, yet they get everything free. I have always worked like a carhorse and have paid into the system. I will pay if everyone else does, no exceptions
230. because i already pay for this in my rates
231. It is expensive and I cannot afford it
232. With the current cost of living, I cannot afford to pay for this service. I really need this equipment for my husband so he can be left at home safely whilst I go and do the shopping. I am upset that I will loose this vital piece of equipment that has provided him with independence since getting it installed. Very upset.
233. Can't afford it
234. due to both my wife and myself being very ill we have nurses coming to our house 4-5 times a week, we are both housebound
235. Extra expense
236. i dont think i should have to pay for it
237. XXX is my carer

238. we have had the pendent and the alarm removed, please remove from mailing
239. i will be making other arrangements
240. mum is housebound and relies on this service. it gives me and mum peace of mind, she cant afford the charges and is vulnerable
241. since it was installed in august 2019 it has not been activated. as my daughter finished work during covid, im not left alone
242. WOULD'NT BE ABLE TO AFFORD TO.
243. The vast increases in the general costs of living are already leaving the elderly and disabled with financial hardship. You are given extra to account for your extra needs of having a disability, but when everything you need costs more than you would pay for a none disability item, this extra does not go far. It is already taken up by having to contribute towards your care, for the extra needed for incontinence issues, for service charges that are not included in your rent and for the added costs involved with having to eat a specialist diet, (which also cost above the odds). If you were to ask me to find yet more money from a pot which is being stretched beyond its capacity it would going too far. I do understand that there is a limit to the money that you have, but are management taking a cut in their wages? Are they being charged extra for living in larger homes? Their income is far in excess of those whose 'lifelines' you are taking from them. It is always those who are already vulnerable who are stigmatised when money is cut. I don't begrudge anyone having more than me, but why do those who have more begrudge me the little I have? Until I became disabled, I worked as hard as anyone else. I was a key worker and gave my all. Now I and the elderly, who have given so much to make this country the place it is today are stigmatised and discriminated against because we are the easiest target.
244. Prices and cost of living going up and people can't afford every single increase to live
245. Not happy to pay for this service. Any increase in State Pension will be swallowed up. Sick and Disabled people are an easy target for local government to cut services. This may be called Public consultation, but once again the voices of the people who already use this service free of charge will not be heard!! Why announce the date already when charges will come into effect?? Despite public views requested, looks like the decision has already been made.
246. Static income to fund continuous rising costs necessitates cost-cutting wherever possible and, sadly, this service is one such possibility.
247. Because everything has gone up so much and my mums care package is £180 per week, so she cannot afford it. the only thing she gets free are prescriptions and continence pads
248. XXX is now in a nursing home and as far as i know wont be coming home
249. Cost of living
250. with the cost of food, electric and heating charges it is a bad time to start charging for a previously free service
251. i do not want to pay for what was previously a free service
252. due to the cost and i dont use it enough
253. with the price of everything going up - food, gas, electric etc. something will have to go, have already got rid of holidays etc
254. i dont need it or rely on it that much to warrant paying for it

255. very sorry to say i will not be able to continue due to payments, i already have to pay rent, food, bills, dental etc
256. cant afford to pay
257. not using it at weekends as have people round not enough range if i go outside
258. I have not used telecare for XXX for a very long time He is pour immobile and the carers use the hoist for from bed to chair I therefore wish for telecare services to be discontinued
259. my wife for some reason refuses to wear the telecare wrist band since she got it and i cant force her. she is much more mobile since they were first given to her. so thank you for thinking of her
260. whilst it is a welcome service, given the way the cost of living is escalating it would be a cost too far
261. I carry a small mobile telephone with me.
262. I would have definitely continued using telecare if charges were not introduced
263. Not used service so far
264. After receiving the letter and information about the telecare rules this morning it prompted me to do what i'd decided a couple of weeks ago: which was to say I don't need the service. I've only ever used it once and there were unable to help with transport, and I sorted things out myself. I already have smoke alarms: this is a rented property.
265. We are both in our late 80s, and rely on pensions to survive. All our bills are increasing and this will not be affordable
266. i have thankfully never had to use this service in over 2 years and therefore it will be an extra expense i cannot afford
267. i will not use this service when charges come in due to cost of living
268. because as a customer on state benefits i cannot afford all my bills and food, nevermind paying for something i have had for free for 3 years
269. far too expensive
270. extra costs at this time very difficult, couldnt have been introduced at a worse time
271. Because at the moment I'm struggling to pay my bills with the cost of things going up and up
272. cant afford that
273. we havent used it, and cant afford to pay for something we havent used
274. feel there is little benefit, too costly
275. Cost of living expenses etc
276. where i live we have our own alarm system
277. No matter what the public says you have already made your minds up to charge
278. Do Not have £16 per month
279. I will not pay for something that should be free Council you RIP people off
280. because £4 per week is a lot of money for a pensioner
281. Weed out all the Dead Wood for a start. Why should i pay to put my life in danger, putting my keys for neighbours, who are all deperately trying to help themselves. most of them are over 80 (good decent people)
- 1- never had to use the system for an emergency 2 - malfunction of key box mechanism: box can no longer be

closed and requires the services of someone who can fix it -
no keys in box until fixed

282. Your timing is terrible Causing external stress on the most vulnerable people
283. hate the thing
284. XXX hasn't used the equipment for twelve months + does not want to use it at all.
285. The £4.00/wk seems excessive when the incidence of break-in in this area is so low
286. Too expensive
287. Have a live-in carer to attend to my needs
288. at present time money is tight, and extra cost is not acceptable
289. *Created a new box titled 'Cannot Continue* This is just another nail in the coffin of the most vulnerable in the community. taking away a service you have already given to people is ethically corrupt and morally wrong
290. cannot afford and dont need it at the moment
291. It is expensive and already adds to the heavy cost of living and i have never used it except to check that its active
292. all prices rising, do not need further expense
293. Cost
294. To expensive for me and there should not be a charge
295. I need the service. I am 85 yrs old frail, vulnerable + widowed + live alone. See below. If LCC Cannot continue to offer it for free, i'll let them be responsible if something happens. I suggest save money elsewhere - on younger people.
296. Money is very tight at moment with the cost of everything going up. I only get what I can afford
297. Because the system is quite intrusive - it goes off when I bend down/or mix a cake or any pressure on the have - to sensitive. I do not wish to bother neighbours or friends.
298. Can't afford it £200.00 a year Don't qualify for Universal Credit!!
299. We cannot afford that at all with all the gas, electric prices etc. so please can you come out and uninstall you items, thanks
300. unable to afford it
301. because im a pensioner and every penny counts
302. too expensive
303. My nephew (NOK) has a key, if I don't answer text. He is over from Manchester within 1/2 hour. I also have a local friend with a key and when I need her. I am also capable of calling emergency services if need need be. I have only had to use telecare once.
304. I will not be able to afford to pay for it, especially due to rising heating bills.
305. thank you for your help in the past. I do not wish to continue with the service any more so please pick up at your convenience.
306. I'm 94 year. £208 seems overspend on my income.
307. cannot afford £16 a month
308. it is for my husband, but he does not live alone he lives with me. I'm with him all the time and if he falls i would be there to call help etc
309. The cost too high! (What a RIP off)
310. i dont have the money to pay for it

311. costs - already not able to afford heating last 12 years or water for last 12 years. so no way i can afford a charge for this service. and mine is not connected anyway because when i used it i did not get a response, it can go back
312. when i got it installed i was informed there would be no charge
313. Because of the rising cost of food, gas/electric, fuel, we cannot afford any more outlay on our pensions. My gas/electric as gone up from £86 month to £271 per month up 3 times more. My pension hasn't.
314. We can not afford it we are pensioners and need the money for food and bills
315. unable to afford this service and havent used it
316. We are having to pay for our garden to be done now that has been knocked off by the council, that costs £25 a month. and if we have the alarm that would be another £16 a month. Pension wont cover that nevermind cost of living
317. my income isnt sufficient to pay for these extra charges as well as extras such as gas, electric etc
318. i do not need it as my daughter calls every day
319. unlikely to continue
320. its just another cost i can ill afford. its a sad world
321. it would leave me in financial difficulty. its too expensive i live in an independent living scheme and have 3 lifelines, which i pay a charge for
322. i have my hoispital bed downstairs, and my camode and my husband is here to empty upstairs
323. i say that because you can take it away, i will not pay for it, no more, no less
324. hopefully be ok, two people have a key to my house
325. Offers sense of security but current state of health means means it is an emergency service which I hope I will not need to use and the cost would be prohibitive
326. As a pensioner on benefits I find that this fee is too much. I can not afford to pay even the minimum £4 pw.
327. although it is a worthwhile service - i have not used it yet
328. last year i had a problem with outside lines to my phone - it took about 6 weeks to put it right. In the meantime i wrapped it up and put it away. nobody contacted me for many months, i could of been dead. Eventually i was contacted and it was set up again
329. i dont use it
330. when yoy get to a certain age you are surprised when you actually get help from somewhere that you dont have to pay for. My illness is a neccessity and it is so maddening when you are told 'Sorry! you have to pay now' But you must pay now (how obvious this is)
331. mainly because we are unable to afford it
332. the majority of users already have key safes installed (for emergency workers and home carers). By the time you get contacted and progress staff come to your house you could be dead. but mainly the falls wrist pendent is so sensitive there are loads of false alarms, which would put key holders off coming. much better to keep phone link to talk to an actual person to check if you are ok or not

333. i have not used the service since i was fitted with it i live with 3 family members 2 of whom work within 5 mins of the home. and are available if i need help
334. i simply cannot afford this as im on low rate PIP. with the increase in bills im struggling to afford everything at current
335. my wife is in a nursing home
336. dont use the service. and when the equipment was installed it damaged the phone line
337. although i have had the service installed for several years i have never needed to use it i have a key safe outside already. i just need support as my family dont live nearby and my neighbours are elderly
338. cost of living is so high - cannot afford any additional household payments. this impacts on disabled and long term ill people
339. My mother passed away on the 20th June 2022 so no longer requires the service. I tried to inform you by telephone but was unable to get through.
340. dont need it anymore
341. cost - pension only goes so far. need to heat and eat
342. is in a care home
343. iam carer to my wife 24 hours a day 7 days a week. as part of non paid carer team who saves the government money (130 billion plus) and also the team that keeps our loved ones from going into care at whatever cost to council per week. i think it is wrong to expect us to pay for this service when we save both you and govt so much
344. because everyone are hitting the disabled. the govt are the biggest ones
345. i cannot afford to keep it
346. ive already paid for it over the last 50 years, should not have to pay now
347. the pension is enough without being fleeced. This is disgusting penalising elderly vulnerable people
348. The cost of living has gone up. Petrol prices are sky high. Gas & Electric prices are through the roof. Pensions & Benefits have stayed the same. Many people can't afford to eat. So the extra cost for the telecare service will cripple lots of people. I for one will not be paying for this new service charge.
349. Because I don't need this service anymore. At present I have a necklace and wrist band to monitor me daily . I don't need this service anymore. The numbers you have recorded for you to contact should I need help - are the numbers of my son and daughters. I speak to these daily and would contact them by myself If I needed help. I also know the emergency numbers I sould ring if I need -(999 and 111) I also have carers daily who would help me if I needed help, I can also ring the mental health team for support. If I need support or help Thank you
350. Nowadays, when every field of life prices go up which makes harder to keep standard of life fit, especially when you have to meet with needs and life expenses of disabled person where they all are much bigger, it's really hard to meet ends.
351. Would be too expensive
352. This letter is of grave concern as my friend is currently receiving state sick pay only and will not be able to afford this service once it becomes charged. As my friend is prone to falls, blackout, and dizziness and I work

fulltime I am unsure how she is going to safely managed day to day with no system of getting help.

353. The stage my father is with dementia we didn't find it useful at present but could maybe in the future see some benefit
354. My dad has limited finances and while cost of living is going up at an extreme rate his finances are needed to keep warm etc As a family we already support my dad with visits morning afternoon teatime and evening your Careline was just and added safety for during the night
355. Unable to afford
356. i can not afford another bill
357. This is awful,there is no way we can afford any of this!
358. Far too expensive, unable to afford due to lack of pay increase and all other bills have increased too. Shocking time to introduce this when everyone is already struggling to cope with additional expenses and who have no spare cash.
359. we have family nearby
360. because Mr xxx is in a care home
361. Cost of living this was a real disappointment
362. my wife is on call for my assistance
363. Individual has passed away. I have tried to contact you many many times to tell you but can never get through
364. someone is always with me. my MS is secondary, progressive and im in a wheelchair so dont walk at all
365. with every increasing rises, and i already pay for appointeship for LCC i cannot afford further charges on top dont give something if your going to remove it at a later date
366. dont need it now, dont want it anymore
367. I don't use the service anymore because the bracelet itches my wrist and I have tremors due to Parkinson. I wear a whistle and my husband and daughter (who lives next door) respond. I'm not eligible for pension credit, because of my husband's private pension. If I was desperate enough for the service I could afford it.
368. l'ts an unnecessay increase to the cost of living.
369. My dad has limited finances and while cost of living is going up at an extreme rate his finances are needed to keep warm etc
370. no longer required
371. while we have had this facility for some time now we have had occasion to require emergency help on 3 situations, although on one occasion we were responded too reasonably quickly, the others were warning of long delays. so much so that i think there is little to be gained from using the system
372. iam an 88 yr old carer for my husband of 94. both worked and paid taxes all our lives and deserve this service free. carers of family members are saving the govt millions.
373. My parents currently receive this service, and have needed to call the service for support following falls, however my parents cannot afford to pay for this valuable service on top of increasing fuel bills, increase in diesel to get my mum to her oncology appointments, it is just too much money each week to replace the service they need.
374. cant afford it
375. Because I cannot afford it.

376. because we never use it
377. dont need it now not had it for months dont need it anymore
378. i cant afford weekly charges, also im under hospital supervision regarding my hearing problem
379. my wife can no longer get arond
380. as a pensioner cannot afford the charges
381. i will not be using this when charges are introduced, i would be too stressed paying for it
382. Due to all the bills constantly going up & food nearly every week going up in price it would mean cutting back even more and then it would be a struggle to pay for this service
383. i think i have been very fortunate because i have never used the units except to check they were working, so i feel it is pointless
384. my wife is she is home will dial 999 for assistance. Failing that i will have to wait until i have a visitor or my wife comes home cost of living is going up, im dreading wintertime because i have parkinsons disease i now fall often
385. prior to be contacted by lifeline, i was paying approx £14 per month to another company. if you start charging these amounts i will return to first company
386. everything is going up in price and dont think i can afford this
387. because your a bunch of money grabbing bastards and obviously do not care or you would not be charging for this. so next year can i have 2% reduction plus 1.5% off council tax and national insurance as these were paid this year to help cover adult social care
388. i strongly disagree with what you are doing. It is a lot of money to me, if we get this service free it keeps a lot of vulnerable people out of Dr's and hospitals. take the service away will put more pressure on NHS
389. expense - helpful neighbours both sides
390. servid charge
391. cant afford it
392. With the rising cost of living, energy bills, and 2 teenage dependants, we just can't afford
393. Dear Sirs. It is not only this fee we have to pay. Gas, electric, TV licence, loss of interest on savings, unfair % pension rises in recent years, along with massive increase in cost of living in the future we are elderly and often sick we require heat 24/7. we are the lowest paid pensioners in europe
394. this service allows me to have peace of mind in my own home as iam susceptible to falls
395. I am single, live alone on disability benefits and have no family, just a cat & dog. My energy company is raising my monthly Direct Debit to just under £300. The cost of food, general cost of living etc is already a huge struggle for me. I am already trying to reduce my daily/weekly/monthly expenditure and this is yet another blow. I shall have no alternative but to cancel my Telecare CareLine should these costs be introduced. I am already isolated and this will further endanger my well-being. I simply cannot afford these added/extra costs. Please reconsider and scrap these costs and safeguard the safety and peace of mind of the most vulnerable in Lancashire as a priority. If these new costs are introduced I will have no choice but to cancel and return the equipment.

396. None of the options fill me with confidence that help would be available within a reasonable timescale.
397. It is a good service but in this current climate I can't afford this.
398. I already purchased a key safe and pay for care services from you, telecare is the only service I get free
399. My husband has recently retired, so will not require it at all. Thank you
400. I will not be able to afford it
401. My neighbours already have a set of my keys, I have their phone numbers they have mine. I know that I only need to ring if required and they will come round. My daughters and granddaughters visit me every week and take me on appointments and shopping visits. I have a key safe and friends and relatives know the code to get my keys although most of them have a set of keys.
402. i think with all that is going on finacial wise to start charging is wrong
403. Don't want to pay for a service that is now free.
404. Due to rising cost of living
405. Because £16 per month for the basic cover is a lot to take off my benefit payment. With rising cost of living, I.e. food, energy and fuel life is becoming tough for a lot of people. I have a key safe but no family locally to leave keys with, and all my neighbours either work or are elderly meaning I would probably need level 2 at £22 per month. However as my partner is around most of the time option 2 isn't really suitable. There is no way I would use option 3 at £36per month just in case I need it, for someone to call an ambulance etc., which my partner would do. The current options don't really address my needs, which is why I feel I would not continue to use the service. I am not against a charge being introduced but at a lower rate than that proposed I.e. £5, £10 or £15 per month.
406. Cost of Living
407. I will not be able to afford these charges
408. I am writing this for my mum who received your letter, these are her words. I cant afford any of the costs you are talking about. I do need the service. Im elderly, have difficulty walking, and live by myself. I will be terrified of falling and nobody knowing. Its life and death and to ask for money is shameful.
409. As usual the disabled are always the first to suffer any reduction in services.
410. We haven't used it before so it's unlikely that we will need to in the future.
411. Circumstances have changed with covid and I now have someone here with me 24/7
412. I do not wish to pay for it, especially during the high cost of living.
413. no longer feel that this service is of any benefit to myself
414. If the charge levels were monthly I may consider but weekly is just too much and with the cost of living rising I am not going to be able to afford it.
415. to be confronted, so soon after 'signing up' for it, is a mockery. I'm quite sure it will be introduced because I firmly believe you have already made your mind up, because these consultations never go on the side of the recipient. You are just going through the motions and will come up with all kind of 'management speak' to justify your decision.
416. We havent used the service since it was installed
417. havent used this service

418. every other thing has already gone up this year causing suffering and stress. im disgusted that this is one more thing to find money for
419. with increasing prices of everything today it will take a lot of thinking about
420. I cannot afford it in the current times.
421. im not paying it. budgets are too tight - i have already paid my tax all my life
422. im living on a strict budget and cant afford any more expense
423. i think my mum will be in a care home by Jan 2023 im currently investigating this
424. as a single, frial 85 year old women with a £40/y annual pension, i simply cannot afford these charges. The service keeps me safe at home and allows me to live independently, without this my safety is at risk
425. my husband has dementia and cannot do anything for himself. He should not have to pay for this service
426. my life is basically run on PIP benefit & i couldnt find the cost you are applying as all my money is allocated to my bills. I am epileptic and depend on this crucial service as i live alone
427. never have needed it, we are not left on our own thank you
428. Cost 2. The person who is my emergency contact us currently making arrangements to move in to my house to be able to care for me overnight.
429. i cannot afford it. i need carers and a cleaner as i cannot do things myself. why are you doing this to elderly vulnerable people? you should be ashamed of yourselves
430. Because I would not be able to afford to pay £4 a week what with everything going up in price this year I will have to let this service go with is something I don't want to do but I will have to
431. it has not worked for over 12 months, had a bad thunder storm, electrics went off and a lady kept saying something. it was late at night so i unplugged it. i rang the number on the bottom of the machine, it was a car cleaning place. so i didnt know how to get hold of anyone
432. Activated on several occasions, but no one was sent out. Because of epilepsy unable to speak when having a fit. On benefits and would be unaffordable. Also have a broken knee and due to have surgery shortly so mobility limited.
433. Not prepared to pay for it.
434. Think it's unfair. Live alone and too expensive.
435. Too expensive due to the cost of living at present.
436. Unaffordable and charges too high. Household bills are increasingly expensive.
437. WE are not in a position to afford this. We just can't afford it on top of other essentials.
438. Because I wont be able to afford it.
439. based on price, everything has gone up and at 92 and on pension, i havent got a lot of money
440. I do not think the service offered is worth the cost involved unless you have the premium service, and a cost of over £468.00 per annum is a crippling amount to a pensioner on a fixed income, considering in our case this was supplied on the suggestion of fire service to keep my wife safe, and I do not consider we should pay for a service related to safety from a public service already funded by the County Council

441. because the way things are going i probably wont be able to afford it. i will just have to keep my phone on me and give my son and daughter a spare key and if i fall ring them
442. cant afford it due to current world affairs
443. I fought for this county and I feel like I'm being bled. I can't afford it.
444. It's not a very good service, the mobile responders didn't come around when I raised an alarm. They told my Son to pick me up after a fall.
445. i only had this service installed a few weeks ago on the understanding it was free
446. We only use it for the cares that come into my husband. Also don't have want anyone having keys to the house
447. cant afford it
448. too expensive
449. i think it is wrong to charge elderly and vulnerable people who have paid in all their lives
450. This service should be provided free of charge. It is probably cost effective for LCC, as elderly people thinking they require quick response care will just dial 999 every time, when less a expense response could be used.
451. my wife has been took into a home
452. affordability
453. too expensive to continue
454. because my borther who im carer for has never used the service. he lives next door with an adjoining door
455. Can't afford it - already paying carers, gardeners, and cleaners.
456. cost of living is expensive enough without another bill i can do without
457. I would have to pay the £5.50 per week as there is no-one who lives near who would be able to lift me up if I fell. I feel that this is very expensive - £22 per month.
458. This was free of charge .. I didn't ask for this to happen to me .. we shouldn't be charged for something that isn't our fault ... it's ridiculous that your charging vulnerable people
459. cant afford it, too expensiv due to having to pay for 2 carers 3 times a day (20000)
460. not needed to use the alarm
461. I don't agree that something which a lot of vulnerable elderly people and disabled people need and feel safer with suddenly have to start paying for. Why can't it be charged trough the nhs or disability allowance/pip like most disabled things are. Disabled people and the elderly can't work so they struggle and don't have lots of money so now on top of gas & electricity, fuel, and food you want us to pay for an alarm that can safe our lives if we were to have a bad fall and can't get hold of anyone. I think it's wrong and it should be left how it is. I understand there are others that charge but maybe ask for a donation of everyone I'm sure they won't mind paying a few pounds but some don't have money at all to be paying out every week. I don't work I have 5 children and I'm disabled I have fallen a few times and I can tell you it's scary when your on your own and no one can help you. So please consider those that really do appreciate what you do for us and carry on helping us as much as you can.
462. i cannot afford to pay for the service

463. Due to the current economic situation I am amazed LCC are planning bringing the tele care charges in at this present time, With the energy price on my home going up 186% at the end of august plus inflation at a high also food prices going up I personally can't afford another payment at this present time, this will not only affect me but also other vunerable people like myself and may also put extra pressure on emergency services which we all know are overstretched.
464. 3 f my heighbours already hold keys to my home and i have two boys who live about 2 miles away and i always carry my phone
465. I'd have to cancel because my internet is costing me a lot now. My bills are going up and up.
466. iam not at my flat very often, i stay with my fiancee most of the time and she looks after me. so i was going to get it removed anyway
467. because of the cost of living and food going up, i wont be able to afford it
468. i cant justify that money which i need for food or heating
469. with the current cost of living this might not be affordable
470. have you, with a job, ever considered how much this will break into my pension? you seem to have a lot of money to spend (or waste) on some projects, but none to support the elderly. disgusting
471. i have never used the service
472. I receive illness related universal credit and would not have the funds available to cover fees
473. unable to afford monthly subscription due to income not being allowable
474. although my husband is likly to fall, he is unlikely to use the alarm due to his dementia. the last time he fell the alarm did not go off
475. Due to only been on minimum pip at the moment thus would be an additional every weekly cost that I can't warrant as my pip pays already pays for the gas/electricity which is moe important.
476. i already pay for care, and i recieve pension credit
477. On minimum pip an extra cost which can't be included in monthly budget.
478. I do not use the service much since my husband died and though I appreciate the excellent service I can't afford £4 a week.
479. I live on my own and with the cost of everything going up I won't have enough money to be able to cover the cost of this as well as heating my home which does worry me as this service provides me with peace of mind that if I did fall there is someone on the otherend of the phone that could help me especially living on my own after my husband died
480. Much too expensive - I only moved to Progress Lifeline from another provider as it was a free service. My previous supplier (lifeline24) annually charge £144 a year where your new charges would be £208 or £286 a year
481. would not be able to aford it
482. Because I wouldn't be able to afford it
483. As an 86 yr old pensioner, I have very limited income and cannot afford to pay such high fees each week.
484. Cant afford it currently in receipt of esa and pip only and fuel Bill's have doubled
485. Because I'm a pensioner and can't afford any level of service

486. XXX does not live alone. He lives with wife and son. He is hardly ever on his own. He has a mobile phone. If ever there was an emergency, he would use that. We did not want,, or ask for Telecare. Please arrange for it to be discontinued and picked up.
487. Too expensive for One People
488. Moving home
489. my dad has alzheimers. Since my mum passed away in June (she used to be my dads carer), i have given up work to look after my dad. There will always be an adult with my dad at all times to ensure he is safe. my neighbours and family have keys to the house and can be contacted at any time
490. my state pension has increased by £15 a month - your charge would eat into all of that how do i pay for the increase in gas, electric etc? This is a bad time to introduce charges
491. we dont use telecare now? Yes XXX has an alarm watch and something she has to wear round her neck but she has never been linked to lifeline. we now use a baby alarm anyway so we can watch where she moves
492. It is too expensive
493. I Live in area where its not a place to have people in or coming to my home. I am active for my age and get calls daily from family and friends.
494. I'm worried about the financial impact it would have on me, every penny counts. I'm new to the service + am not fully sure of the service yet as I have not actually used it.
495. with the cost of living rises I won't be able to afford the service.
496. My father has now retired and will be with me 24/7. Also my Brother and Sister in law have moved very close. One is a Policeman the other a nurse
497. I don't work because of the state of my health. I have a limited personal income which is all benefit related and as such I cannot commit to an ongoing monthly fee, whilst this would be a very hard decision I would have to risk the possibility of having a serious fall or incident.
498. I won't be able to afford the service
499. I do not longer want to continue with telecare.
500. Because we cant afford to pay for this, with the cost of living going up and all our bills.
501. Don't use it that often) most calls have been accidental caught button
502. Can not afford such costs
503. will not be able to afford
504. When I was given the option of this because of my Falls and Dislocations. I was told it would be free and no charge at all.
505. Due to the rising costs - this is nothing more than an additional tax.
506. Due to rising cost of everything, this would make this service unaffordable
507. iam over 80 and my wife is nearly 79, and finding the cost of living hard. we have candles when its dark to save on energy bills, so we cant justify paying £300 per year on top of everythig else
508. I am disabled and retired, can not afford such charges
509. The vast increases in the general costs of living are already leaving the elderly and disabled with financial hardship. You are given extra to account for your extra needs of having a disability, but when everything you

need costs more than you would pay for a none disability item, this extra does not go far. It is already taken up by having to contribute towards your care, for the extra needed for incontinence issues, for service charges that are not included in your rent and for the added costs involved with having to eat a specialist diet, (which also cost above the odds). If you were to ask me to find yet more money from a pot which is being stretched beyond its capacity it would going too far. I do understand that there is a limit to the money that you have, but are management taking a cut in their wages? Are they being charged extra for living in larger homes? Their income is far in excess of those whose 'lifelines' you are taking from them. It is always those who are already vulnerable who are stigmatised when money is cut. I don't begrudge anyone having more than me, but why do those who have more begrudge me the little I have? Until I became disabled, I worked as hard as anyone else. I was a key worker and gave my all. Now I and the elderly, who have given so much to make this country the place it is today are stigmatised and discriminated against because we are the easiest target.

510. it is too expensive
511. mum lives with myself and my husband whose retired. mum is 98 with alzheimers so does not press the alarm usually if in difficulty an the wrist alarm did not activate when she fell at home
512. it has never worked so dont want to pay for it - please could you remove it
513. extra expense
514. you put up rates govt took away tv licence now you want to take away life saving lifeline i live on my own
515. It would affect me financialy..The nature of t he service is obviously aimed at elderly and infirm people who are mainly on benefits so it it appears to me this is another way to cash in on the most vulnerable in our society. I would think that rather than keeping pace with other councils you should be proud to be offering a free service.
516. Because food + heating come first
517. Because it was free and we can't afford to pay every week
518. fixed income, energy prices and general cost of living already causing extreme stress
519. Because I have never used the service. I don't live alone.
520. Too Expensive!! Don't you realise we are both in our 80's and the massive increase in cost of living is crippling us. We just cannot afford this service
521. Too expensive - to date have not needed to activate. Not left alone for more than 3hrs at a time.
522. Don't feel I need it anymore. Think £5.50 p week is expensive for something I don't use.
523. Although my physical condition remaining static, my mobility has improved considerable and continue to do so daily. I have not had any falls and have had no occasion to call upon your services, as appreciated that they are
524. Too Expensive £9.00/week £468 year
525. I've had this service for 12 months nearly and I've never used it once
526. My wife is now retired
527. Unable to meet cost due to restricted income

528. I will be cancelling the service because when you press the button the person just tells you to phone 111 or 999 No help what so ever waste of time
529. Because I'm forgetfull don't know the key no. Now, also my son above me doesn't pay anything for the telecare. I'm eighty four this year
530. This equates to £27.50 per c.month my pension has increased by £24 per month, my heating bill has already increased by £30 per month, soon 2 believe to be a lot more my grocery bill has also increased by £80 per month
531. We have been very grateful of the service you have provided, but do not feel the need is there now. but we would had no objection to the charge
532. The charge of £286 (or £468) will be more than any rise in my pension. At a time where cost of living is rising by over 9% it in not the time to be puting more costs on the elderly
533. Too much money already, in trouble finance increased gas/electric and water
534. I damaged two vertebra in my back in July 2020 and nothing has been done about it yet. After 2 weeks I was released from hospital and when I got home was surprised to find a group of carers who had set up all the aids. They introduced me to all the aids and briefly told me what they were for. Then they left. I did not have time to absorb the instructions nor was I left any notes to read once they left. Consequently I had a visit from the fire people and a call to see it I was OK. Why I'm not sure. Since then I have not needed any assistance.
535. Cost of living
536. Because when our keysafe, pendants, fall alarm and medication dispenser was put into place we were told that this service was free of charge, therefore to go back on your word we feel is despicable and very unfair and I also feel that you are targeting the very vulnerable people in the community.
537. I only agreed to have it installed at my local Alzheimer's meeting, as I was promised it was free.
538. I have not used telecare for a very long time and the carers use the hoist for transfers from bed to chair, therefore I wish for telecare services to be discontinued.
539. I have a keysafe I cannot afford to pay
540. I would have definitely continued using telecare if charges were not introduced.
541. Not used service so far
542. After receiving the letter and information about the telecare rules this morning it prompted me to do what I'd decided a couple of weeks ago which was to say I don't need this service. I've only ever used it once and they were unable to help with transport and I sorted things out myself. I already have smoke alarms: this is a rented property.
543. Cost of living, expenses etc
544. Too expensive Will you please remove it
545. No matter what the public says you have already made your minds up to charge.
546. Do not have £16 per month
547. I will not pay for something that should be free. Council you rip people off.
548. Your timing is terrible. Causing external stress on the most vulnerable people.

549. Never been needed. Two people live with the "user"
550. I didn't have use of it apart from peace of mind so I returned the package and have informed telecare. That package was collected around Dec/Jan approx.
551. Don't need it as live with family Too Costly
552. I have never needed to use the service
553. Can get similar services elsewhere that are cheaper
554. Because I never use it
555. Mum now on end of life care
556. Cost - everything going up
557. Hasn't used the equipment for twelve months. Does not want to use it at all
558. I am a pensioner and can't afford this fee even at the lower cost
559. The £4 per week seems excessive when the incidence of break in in this area is so low
560. Too expensive
561. Have a live-in carer to attend to my needs
562. I am only a pensioner on a small amount of money each month. With the cost of heating going up aswell I am unsure I will manage to pay everything
563. Will not be able to pay
564. Cost
565. Is too expensive for me and there should not be a charge
566. Because I think its a disgrace to charge these prices for care the poor
567. I need the service. I am 85 years old, frail, vulnerable and widowed and live alone. If LCC cannot continue to offer it for free, I'll let them be responsible if something happens. I suggest saving money elsewhere - on younger people. PS. This is supposed to be a consultation exercise, yet your letter states "From January 2023 - we *will* be introducing charges for telecare"
568. Money is very tight at moment with the cost of everything going up. I only get what I can afford.
569. Cost is too much. Already have significant outgoings for carers four times per day which I pay for. I rarely use the service.
570. Not prepared to pay Rarely Alone - can put pill alarms on phone
571. Because the system is quite intrusive - it goes off when I bend down or mix a cake or any pressure on the hand. Too sensitive. I do not wish to bother neighbours or friends. I have to say the people of the care line are wonderful - however many false calls I make they are always kind, considerate and friendly.
572. I pay too much monies to LCC for very little return! Look Around
573. Can't pay. Can't afford £200 a year. Don't qualify for Universal Credit.
574. My nephew (NOK) has a key. If I don't answer text he is over from Manchester within half an hour. I also have a local friend with a key and is there when I need her. I am also capable of calling emergency services if need be. I have only had to use telecare once.
575. I'm 94. £208 seems overspend on my income
576. The cost is too high! (What a rip off)
577. Not prepared to Pay Rarely Alone - Can put put pill alarms on phone
578. we cant afford the charges
579. cant afford it if you start charging

580. Because of the rising cost of food, gas/electric, fuel. We cannot afford any more outlay on our pensions. My gas/electric has gone up from £86 per month to £271 per month - 3 times more. My pension hasn't. Does this also mean the fire/smoke and gas alarms and monitors?
581. my family thought it was a good idea to have this service. my first and last question was 'will there be a charge?' the answer was no as i had been referred by LCC. common sense told me otherwise, but i agreed to installation anyway
582. unlikely to continue not had to use the service since i got it
583. We cannot afford it. We are pensioners and need the money for food and bills.
584. its not a service i wish to pay for
585. Because when our key safe, pendants, fall alarm and medication dispenser were put in place we were told that this service was free of charge, therefore to go back on your word is despicable and very unfair and I also feel that you are targeting the very vulnerable people in the community.
586. I only agreed to have it installed at my local Alzheimer's meeting, as I was promised it was free.
587. I have a key safe. I cannot afford to pay.
588. Have moved into Residential Care 14/05/2022, contacted your company, waiting for collect of equipment, waiting for bag for delivery
589. It is more money to pay out
590. Too expensive. Will you please remove it.
591. Never been needed. Two people live with the "user"
592. Have not use the service upto now, I feel paying for something I do not use is a waster of money from my pension
593. Can not afford it
594. No longer have telecare. I didn't have use of it apart from peace of mind so I returned the package and have informed telecare. That package was collected around Dec/Jan approx
595. Don't need it as live with family. Very costly.
596. I have never needed to use the service
597. i wont be able to afford it out of my pension due to the rising cost of everything
598. I am giving you notice to get all the equipment out of my house son as possible you dont have to wait until January 2023 terminate now thank you
599. On end of life care
600. iam a pensioner and paid my taxes and contributions all my life and feel that paying for this service is totally unacceptable
601. I don't need to use it, ive never use it since ive had it dont want the keys on the outside the house.
602. Cost of everything going up
603. my dad cant remember he even has the unit, he refuses to wear the pendent, so it would not be worth it
604. I am a pensioner and can't afford this fee even at the lower cost
605. im 90 and my wife has had to go into a home as suffering from dementia. iam paying privately and dont want any more expense. im alone
606. XXX has demencia which is getting worse, consequently he can't wear the red button because he keeps on pressing it. Cost is also an issue with the price of everything going up and up.

607. im 81 and living alone, i will not be able to afford it as everthing is going up in price and another payment will be impossible
608. Mr xxx is in a wheelchair so doesnt walk, he is never on his own
609. I am only a pensioner on a small amount of money each month. With the cost of heating going up as well I am unsure I will manage to pay everything.
610. Will not be able to pay
611. Too expensive - at this time i feel the service is too costly for what it is.
612. Because we've never paid for this service before.
613. Do not use it. My family keep in touch.
614. Mrs xxx is coming to the end of her life and is unlikely to survive the year out unfortunately.
615. I am 103 years old, blind and deaf with limited mobility. I can't afford to pay for anymore help.
616. Not able to activate the system due to severe disability and there is a "live in" carer/husband who can be contacted by telephone if necessary!!
617. I will not be able to afford.
618. I only get my PIP money to live on and the cost will give m less to live on.
619. I can no longer afford any extra expenses
620. a personal reaction to what is clearly a decision beyond my power to influence. lam paraplegic and thus could become dependent on this service at any time - however it is not something i should eb charged for, i dont expect a bill if i call for a ambulance
621. Because we can't afford it!
622. cant afford the equipment
623. Because I think it's a disgrace to charge these prices for care. The door key has never worked since it was installed.
624. Due to my limited budget i cannot afford your fees, however, if you could reduce them, then i may reconsider.
625. Because i am over 80 and on a limited income. Due to the cost of living increases i would struggle to pay.
626. Called them out twice when my husband couldnt stand up when he had covid and refused to come. My husband suffers from XXXmedical conditions redactedXXX so when ill he loses control of his limbs. Ambulance service came out on both occasions.
627. What a joke. 88 years of age saving the auth thousands by staying independent.
628. Cost is too much. Already have significant outgoings for carers four times per day which I pay for. I rarely use the service.
629. Because I never use it.
630. Very unlikely to continue cause theres someone at home with me all the time.
631. Pension of 82 yrs cannot afford to pay that money please came and remove the appliance.
632. Unlikely and very unlikely to continue (TICKED BOTH). The equipment is not required.
633. for wife and i this will lead to an extra £44 per month to our outgoings
634. cant afford to pay for it
635. gas up, elec up, council tax up

636. because of everything going up in price
637. I pay too much monies to LCC for very little return. Look around.
638. I have been very grateful of the service knowing I am not alone if I need help, This payment is like giving me an extra bill each month. Money is hard enough to juggle any more struggle is too hard £39 a month maximum or £17.33 a month minimum
639. payments on the NHS have already gone up, and phone line also
640. It would mean that i have to make a choice between keeping warm and buying food. As i am in my eighties and not in such good health, it would mean that i would not feel safe as the buzzer is as you say a life line.
641. i wont be able to afford the payments
642. Because the reason for use no longer exists
643. Not prepared to pay. Rarely alone - can put pill alarm on phone.
644. because i have paid my taxes and NI all my working life and never asked for anything. If you cant make it that i feel secure in my own home then shame on you
645. Introducing charges would make it impossible to continue with this service. I am a pensioner, age 94, living alone. Losing this service would reduce my independence, resulting in possible increased care costs for Lancashire CC. The current service provides peace of mind for myself and family, knowing that help is always at hand.
646. At the moment if a client has a fall . Someone will come . But this mayhappen once or twice a year . Most people will go for the £5.50 a week which equates to approx £264 annually .I personally find that unacceptable . It is again raiding the pockets of the most frail and vulnerable . Ku they are already paying for their. tV's now . Why not charge us with a bill if and when one falls . No one will object to that or they have the option of calling an ambulance I. You will take away that feeling of security . Instead of Sitting down and just saying carte Blanche across the board “ oh we will charge them this “ which is the simple ineffectual way , charge for an individual fall . THAT IS THE FAIR WAY TO TREAT ELDERLY FRAIL CLIENTS . All it takes is when a call has come through , the operative takes down details & name &address (which they do now) and forward it through to finance in the morning . Then the bill is forwarded . The person that thought the previous way of doing it is 100% in the wrong
647. I have had the telecare since 2019 & fortunately not used so far but find it both useful and reassuring that help is available when required
648. because it was installed without me asking for it and i have not used it apart from complaining about it going off during the night and disturbing me
649. It is great to have as something "in-case" will give a neighbour a key as an alternative + my family are good support
650. we pay enough out, cant afford anything else
651. Dont want to pay no longer required. Its collected by progress 20/02/2017 arranged with XXX at progress 10-11am.
652. None of the options are applicable/suitable for my mother's needs. She will not wear the alarm pendant/bracelet and the only thing of use is the fire alarm
653. Due to the cost of living I cannot afford any extra outgoings, whether it will help me to stay in my home safely. I just cannot afford it
654. cost - £286 per year is a lot

655. At the moment i am managing ok. I have a lot of support and do not live alone. Apart from poor mobility my wife is with me to help in anyway.
656. because they dont provide a proper service now. i was told they would check and monitor the system, change the batteries and check on me every once in a while. also were rude on the phone when i requested information. also had problems with my pendent, wouldnt help me. left the box attached - terrible damage
657. It's another thing to pay out for when all the costs of everything are rising.
658. Have moved into residential care 14/5/22. Contacted your company, waiting for collection of equipment. Waiting for bag for delivery.
659. The person using the service is no longer here.
660. Because my mum has moved into a care home - the telecare equipment was left at her old address,
661. this service was free, now £208 a year minimum
662. married - wife at home. can make my own care arrangements if necessary. already have key safe installed
663. on basic pension so cant afford
664. first i must say thank you to everyone involved for there kind help in all they do, thank you the alarm system works a treat, but it connects the console - i thought it was a type of alarm or bell that would wake me if i was asleep and stop my wife from wandering out in the night the pendants never been worn - she refuses
665. Have not used the service up to now. I feel paying for something I don't use is a waste of money from my pension.
666. I couldn't afford to pay.
667. Cannot afford it
668. disgraceful - no words
669. I am registered blind and live alone, i need the alarm for peace of mind and my family would be contacted if there is an emergency. I had a very bad fall, and it was installed for health and safety reasons after coming out of hospital.
670. XXX has dementia which is getting worse. Consequently, he can't wear the red button because he keeps on pressing it. Cost is also an issue with the price of everything going up and up.
671. Introducing charges would make it impossible to continue with this service. I am a Pensioner Age 94, Living Alone. Losing this would reduce my independence IN possible increase care costs for Lancashire CC, the current service provide peace of ming for myself + family, knowing that help is always at hand
672. cannot afford the additional expense
673. we are not paying for telecare
674. cannot afford a charge
675. Since it was installed in Aug 2019 it has not been activated - Daughter ceased work at beginning of Covid - Rarely left unattended.
676. I am sure its a good thing to charge for the button, i dont feel that i need it at the moment. It irritates me so i will give it up now. Thank you for your letter.
677. rising energy costs, food etc
678. we never asked for it in first place. i live with my husband and am never alone

679. Not able to activate the system due to severe disability and there is a "live in" carer who can be contacted by telephone if necessary,
680. I have been very grateful of the service knowing I am not alone if I need help. This payment is like giving me an extra bill each month. Money is hard enough to juggle. Any more struggle is too hard. £39 per month maximum or £17.33 per month minimum.
681. Because the reason for use no longer exists
682. I have had the telecare since 2019 and fortunately not used so far but find it both useful and reassuring that help is available when required.
683. It is great to have something "in-case". Will give a neighbour a key as an alternative and my family are good support.
684. None of the options are applicable/suitable for my mother's needs. She will not wear the alarm pendant/bracelet and the only thing of use is the fire alarm.
685. Can't afford.
686. I cannot afford.
687. too expensive
688. It's not value for money at those prices
689. This service will no longer be needed we where very grateful for all the help you gave us in the past.
690. unable to afford the fee
691. although the medical people say it is required, i cant afford to take on another financial commitment weekly
692. i can arrange key safe and key holders myself
693. another cost i cant pay
694. This system was fitted without our permission we feel that we were talked into having it installed.
695. the cost
696. because it is not free anymore
697. too expensive
698. cant afford it
699. life is hard enough, paying the council for this is a god damn joke!
700. Our finances are a concern as we feel over 80 should be free. Please collect box of pendant could you phone before coming. Many thanks.
701. Never used it.
702. the cost- i cant afford it
703. Because i cannot afford to pay with all the rising costs of fuel heating and food.
704. cant afford it
705. cant afford that outgoing, so i wont be able to continue
706. we are not able to pay for this service
707. Because that would be yet another financial out lay. With pensions not rising yet remains the same, its terribly worrying with yet more rises to come just how people are managing - its beyond me!
708. Jean now resides in a residential care home and this is not required any longer.
709. We had to disconnect the box as i was getting phone calls from amazon and when i tried using my landline it went straight to amazon every time i picked the receiver up - my carer disconnected the box and put it in the attic with pendants.

710. Because i was offered it as a free service and i cant afford the charges.
711. I and ally my family have been paying into the NHS since it started in 1948, and have asked for very little, so instead of trying to get money from over 80s+90s stop wasting money on such as giving prescriptions for such as parasetimol for people who ask for them for nothing as they are cheap enough to buy when needed - instea dof just giving them for years.
712. I have greatly appreciated the telecare service which gave me peace of mind due to my lack of balance, impaired hearing and registered sight loss, nevertheless, i have exercised due care at all times and never used the telecare service even when i had a very bad fall in the night, i then rang 111 for help, therefore i feel £4 per week is an expense i can try to avoid.
713. i seem to be paying out extras too much, and cant afford it
714. This was given to aid movement in the home free of charge and my budget would not allow extra outgoings.
715. With the rising cost of living it would be impossible to afford this service.
716. Indicated that's it is so take it away! Can't afford it.
717. I would be very worried without it but i can't cut down on household expenses anymore. It is a wonderful comfortable because i live alone and i am 85 years old. It gives me independence, i have fallen twice and broken a bone each time but my income is stretched to the limit and heating will be going up again in October. The pension the we received in April has not kept up with the rise in expenses. I am not on any benefit.
718. iam not well in my head and it will make sure im worse by the end of this. im fearful i cant and wont be able to cope, with the cost of everything going up. my mood is very low and im having panic attacks
719. with the increase in basic neccessities, this is an extra charge too far. the choice of how to spend a pension is already being squeezed and some things are essential - you have choosen a great time to hit us with this!
720. please take careline out
721. too much cant afford it
722. rising cost of living on top of everything else. its an extra cost
723. cant afford it
724. I am 89 live on my own, I have used to pendant telecare about 5 times since obtaining it, On one occasion I had fallen behind the bathroom door and could not get up, I pressed my pendant for help, was told that I had to ring the ambulance service to come because the careers were not allowed to lift me off the floor. Also the ambulance service would not be able to attend for 4 hours. My daughter was informed, who came over and tried to get into the bathroom but was unable, Luckily my grandson came around and we got her on to sit on the toilet, that was after being sat on a cold hard floor for about 2hrs.
725. Just received letter from you stating you are charging for progress lifeline, as it states it IS a life line to these people who have paid NAT.ins.and tax all their working lives to be treated this way is absolutely disgusting and you should be ashamed of yourselves sending this sort of letter out to these poor people, I hope they all go in care homes which will cost you more than the cost of the lifeline, in progress at the moment, I hope your not treated in this way when you are old and weak!!!! Yours Truly

726. I am over 80 and £4 is a lot of money to me everything today is costing more so my budget is stretched to the limit.
727. You are targeting the most vulnerable - Example 1. Disabled and elderly. If a person is a carer of someone with dementia who can be violent at times, supposing that person stabs the carer - are you going to accept responsibility? I know of 2 carers whose spouse with dementia came at them with a knife - these are not isolated cases. Example 2 - A person with heart problems living alone without a carer who can't afford your charges has a heart attack and lives in agony until either someone chances on them or they die alone - thanks to your charges.
728. SU states that he cannot afford the £500.00 per year costs for the level of service he is currently on so wants to take the risk of coping without it.
729. we have family nearby
730. XXX asked me to contact yourselves regarding letter re new charges , she is very stressed and very worried as she cannot afford to pay for the Lifeline, says she has had it years and had to use the service many times , and as she said "it has kept her alive " , she has asked me to reply on her behalf as her English is not so good as to explain how she is feeling over the changes , she would like a follow up tel; call but did not want to go through all this explaining
731. . I don't want it if I have to pay for it. Please come and get it. I can't afford it. And I haven't got a house line either. No more, and so can you just please come and get this thing out. I don't want it. I can't afford it.
732. Just received your " Public consultation missive! This is not a consultation letter- rather charge notification! However I'll continue with my illness without any help as I will not pay these charges. So I will pass quietly! All of my neighbours are struggling with families and work- so to add another responsibility on any of them is a bare faced liberty! If I end up on the floor and don't die- I can't expect a neighbour to just drop in and help me at that exact time. Stress is a major issue with MS and your message about charges has caused me a great deal of stress. It's not enough to be struggling with the astronomical living costs at present. I could go on and on.
733. Because of the annual cost
734. Extra cost on top of high energy prices are simply unaffordable on fixed pension income. Also re level2 option, in view of number of false alarms, are you really saying that a member of Progress Lifeline will enter one's home every time? I find this hard to believe as that person would be very busy chasing false alarms, in view of equipment sensitivity.
735. I am on a fixed income. Utility bills are going through the roof. This is another extra - and stressful - strain on my finances. This service takes pressure of the NHS & ambulance service; it represents good value for the wider public. To be clear. If I don't have it and I fall, then I will have to call 999.
736. I have an i-watch which detects falls and informs my ICE contacts, so no longer need telecare services.

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

- The following provides comments from those users who state they are **very likely or likely** to continue using telecare when charges are introduced.
 1. Not much
 2. It will affect me financially but I would be very afraid without it.
 3. It is a valuable expense, it is essential to keep me at home
 4. WHAT HAS TO BE DONE HAS TO BE DONE, I'LL JUST WORK AROUND IT
 5. I will become poorer than I already am as I have given up work to look after him. Whilst it is better for my husband for me to look after him, maybe I should go to work (better for my sanity and bank balance) and let the tax payer pick up the tab to look after him! Informal unpaid carers save the tax payer a fortune yet we are invisible to all.
 6. I've had this free service for a while and to start charging when the cost of living is so high is something I hadn't budgeted for. But I live on my own wouldn't like to be without the service.
 7. More cost for care - Mum already paying in excess of £300 per month for LCC organised care
 8. NEED TO PAY AND PROBABLY SET UP AN ACCOUNT. NOT ALWAYS EASY
 9. At present I use a free wristband button. Any new charge will reduce the cash balance available from pensions, in the face of inflation and increasing Gas and Electricity charges.
 10. Financially it won't have any impact.
 11. Fortunately I have the means to be able to afford this service so it won't really affect me .
 12. With the unknown increase in fuel bills and additional costs relating to inflation it will have an additional impact on my finances.
 13. My condition means that I rely on benefits as I a unable to work. Paying for my Telecare will impact on me financially. I will have to cut back on some things to be able pay my Telecare bill.
 14. Other than having to pay for it no affect, a small price to pay.
 15. not at all I think a fee of £4.00 if there is two key holders is amicable not to expenses to keep such a good service running
 16. It will cause me to restrict heating and associated costs. Possibly food habits will have to change/reduce.
 17. Financially it is another blow of top of a fuel bill of £3500 per year and having to pay for a tv licence. I am on a small income, just above the eligibility for Pension Credit. My family will have to assist financially on top of their practical caring responsibilities. I contribute to my care costs and now have a very limited disposable income. I am aged 97 years. PS This form is completed on behalf of my mother who has dementia. We live 30 miles away and the Telecare service is an essential part of my mothers care package. We realise the problems of social care funding but this charge will have to be

borne by us on top of our caring responsibilities. Me and my husband provide a lot of practical care which causes great emotional and physical stress, both of us being elderly ourselves

18. It will affect financially as we are on pension credit but we feel that this is an essential service under the current circumstances
19. The cost is a real impact especially in the light of doubling of fuel costs recently
20. will be paid for from Attendance allowance
21. It won't affect me to much
22. I will manage financially.
23. It won't affect me to much
24. With all my bills going up I will have to find the money for this essential service
25. The only major drawback, especially at present, is purely due to the major cost of living crisis. I want to have the premium service, but can I afford it..?
26. I will have to cut back on food
27. This will not be a problem
28. It will cost money!
29. I am 83 years old, with chronic severe disabilities, using walking aids and a wheelchair. Being unable to meet even the level 2 cost, I am, of course, putting myself at greater risk of having to use the emergency services of 111 and 999. This is not a good option when the NHS. is almost in crisis itself. The effect of a charge for the telecast service will, therefore, have wider implications , not just effecting me.
30. We will have to cut down on other things, choose cheaper options.
31. I'd still pay as it would reassure me that someone will respond if I fall
32. Financial stress as vital part of her independence
33. Fortunately I can afford it but feel it should be FREE
34. i am now classed as disabled so i am on a low income as i can't work now
35. Obviously on a fixed income any expense affects me adversely, I will just have to manage it
36. I have limited income being a pensioner so obviously being charged every month will hit me
37. I do not have any debts nor mortgage. Apart from still running a car, my needs are modest. As I have previously noted; it would be part of my "essential outgoings." Providing the annual charges did not "fly away", I could sustain the sort of cost level quoted.
38. as above and the cost of living rising all the time. w We are only on benefits and it a heat chunk toot out every week I think a lot of people are in the same situation were they dont go out and housebound on benefits
39. An unwelcome cost on low income
40. reduce our spending on food and energy
41. Greatly as on a low income. Had to leave work in March 2022 due to health issues. Using the £5.50 per week service, this would be mean finding an additional £286 per year (£23.83 per month) on top of rising energy and food bills/other. This service is greatly appreciated and gives peace of mind to my husband (who also has health issues - heart) and myself (many health issues and disability).

42. it wont effect my dad at all were ok with paying for peace of mind for my dad who has limited mobility
43. Increase cost affects everyone, but if it stays at this level it should be fine.
44. It won't
45. It's another additional cost but I have no other choice. It is a shame that the older population are not looked after better in this country as they seem to do abroad.
46. You only have to see what is happening with the cost of living. We are pensioners on a pension. Workers can strike for more money we can't. We will pay, we have no choice, it's just something else that as to come out of our savings. I do think the would be cost is quite high though.
47. This Charge For Telecare Would Be Beneficial By Having This System Due To My Falling Over On Numerous Occasions " No Warning I Just Keel Over" Unable To Get Up " Dead Weight"
48. The cost implication will have an impact which I will need to think about.
49. It will have considerable consequences, as I am only receiving benefits I will have great difficulty paying.
50. We would be more than happy to pay for this service
51. Due to cost of living going up in price. This is gonna be an extra cost every month
52. It will cost me & reduce my bank balance by £286.00 a year but is a necessity
53. Mum is funding all her own care and her finances are slowly draining away. This cost will add to this burden and eventually mum will run out of all her life savings.
54. I'm on a fixed income, I am a pensioner. I can't live independently without this service. I'll have to find the money to pay for it somewhere but I don't know where yet. I'm already cutting back on so much with how expensive everything is getting.
55. Financial I am not on any benefits
56. We rely on it so we will have to pay despite us both being pensioners
57. I do not mind paying for the service .
58. Because I will have to pay for it
59. I don't mind the low charge
60. It will affect me financially, obviously. Yet more more to pay out of my pension!
61. Hardly at all.
62. It will leave me will less money each month when my fuel bill has already gone up to £240 per month and food prices have increased
63. Since my husband's death on XXX my income is now substantially reduced. With the rising cost of living, heating bills etc this would place an additional financial strain on me. I feel that LCC are ' penny pinching' and it could well mean that unnecessary calls are made on our already stretched ambulance service.
64. even less money for me an 89 year old living alone
65. i will have no choice to pay for this service.
66. Not seriously at all. We regard it as an aspect of the attendance care we require at present.

67. I think it will be good value for money and I will find it from my pension.
68. It is unfortunate that it has been introduced when the cost of other basic necessities has risen steeply, and for some it might not be possible to find the extra cash.
69. I am very fortunate that the charge will not affect me too much.
70. Not at all
71. It's worth the charge for the service.
72. Juggle finances / lose some other care service. Ability to pay with respite care cards?
73. Juggle finance / lose some other care service. Ability to pay with respite care cards?
74. Will make a little difference to my financial status.
75. It will mean more expense but worth the reassurance.
76. Prices seem to be rising everywhere but this is a question of safety. I am more concerned about the price of energy
77. Tolerable. Does it include me, my wife's sole carer, already unsteady on my feet?
78. I can afford to pay out of my pension.
79. I'll cut back on something else.
80. It means less disposable income which is decreasing all the time, so not helpful at all!
81. Like all things going up and around it's very worrying.
82. More outgoings & costs when cost of living demands are rising. Another added burden. Will I be able to set up a direct debit the next time you write to me?
83. It is another increase to every day living costs, so will have an impact financially.
84. I am fortunate that my income is sufficient to cover the costs without suffering hardship
85. In a big way as I have constant falls because of Parkinson's, since I was 35 yrs old and will be 80 in October. My shakes are barely controlled by med's now along with other disabilities. Been lucky so far as not had a major fall, but telecare is so important for when that fall is serious. In no way could I afford to pay even if it was a small amount weekly. I am already so behind in paying to carers as is. With all set to rise in October I could no way afford it sadly despite needing telecare so desperately as only have carers 3 hours a day
86. It will be an increased cost which will obviously have to be funded at a time when cost of living is increasing rapidly
87. Inflation already hitting my finances. Maintenance of my own house costing more, due to health problems I need to keep the house very warm I had already wanted just mobile response team
88. Of course we don't like it, but we would find ways, especially the full service as we already have the key safe. I don't like the idea of leaving keys with neighbours.
89. I only had it free for 2-3 months
90. Negatively, as the cost of living is already high and is enough and a struggle with my benefits

91. Would have to budget for it. This would be difficult, but could sort something out.
92. It will have to be budgeted in with everything else going up it's not a good time to introduce a fee after it has been free all the time I have used the service. I would keep it to the lowest option as its weekly and is quite a lot over a year. As it says it is my lifeline !
93. I'm already very worried about recent and predicted cost of living increases (energy prices, inflation, etc). My in-home care costs have also recently increased significantly. I'm worried that I won't be able to afford this.
94. It will mean i may have to cut down on other expenses to afford this
95. not really
96. This is another charge on the most vulnerable in our society. With Gas and Electricity charges going through the roof and the cost of living increasing rapidly, this is not the time to introduce another cost that pensioners can not afford. Can Lancashire County Council not help the old and infirm by deferring these charges until the cost of living crisis is under control.? Introducing these charges at this time seems a little harsh.
97. Would have pay and this would affect me financially.
98. I can afford it . No effect.
99. I would pat it as my safety is more important.
100. Bit of a struggle with only a pension
101. Very upsetting. Work all your life and get a pension that is then taken away with all the additional charges. This money is needed for food or heat for me and many other people of my age
102. It will not be a great financial hardship.
103. I am in receipt of benefits but pay towards my carers, maybe this can be taken into account.
104. It is not Ideal due to the current cost of living situation.
105. Cost of living would mean another bill that would need to be paid
106. It will deplete my income, which is a worry.
107. I will need to pay more out than before
108. something else to find money for....
109. We'll have to continue with the service, and pay if that's the change - cannot live safely and independently without it.
110. Luckily I have the funds to manage this, but it does expensive.
111. It will make me worse off at a time when all my bills seem to be increasing
112. £4 a week is reasonable for the care you get.
113. The charges are so reasonable, so I think it is well worth the charge for the service you provide
114. No problem
115. Manage ok
116. Will not affect me as can afford it, can see how others would be affected though
117. will hav eto be careful about heating and food
118. It won't
119. As it is high on our list of priorities we would if necessary try to make savings elsewhere

120. Obviously prefer not to pay it, against the background of rising costs across the board, but not surprised that the LA has to explore ways in which contributions can be sought to help fund such services. I feel that the proposed charges are relatively modest against the value of the services provided and can be afforded within my Mothers overall financial resource.
121. To be honest with the rising cost of fuel,gas,electric,food and such this couldn't have come at a worse time. I hope I don't get into the heat or eat situation. But it is a charge to be paid. So I will have to find the moneys from pension.
122. I will have to pay
123. It will reduce XXX Disposable income but this will not affect XXX living standard
124. It will be an extra expense for my care. I thought a long time about whether to do this,and I am sure there will be others who decide against it when it is vital for them.
125. Just the cost
126. I will need to pay.
127. I pay for a lot of care and will eventually run out of money. What will happen then?
128. No problem, it's a very affordable service
129. impact on weekly budget
130. This won't personally affect my Mum as she is in a position to pay for it, she will choose the £4 weekly option £208 per year. I'm sure it will affect many other people who currently have the red button who may need to decide what they need the most the red button or electric/food. People who have the red button are very vulnerable or they wouldn't have it in the first place, there may be some who would like to have the other options but may not be able to pay for them, especially the higher £9.50 tier @£494 a year which split over 12 months would be £41.16 a month!!
131. It will add to the monthly care costs
132. WRONG TIME WHEN EVERYTHING IS GOING UP
133. It won't
134. N/A
135. funds tend to be a bit tight It seems like we get extra benefits, then we lose more paying for higher food and energy bills. Any extra costs will probably reduce overall standards of living
136. as above it was given to me to help me stay in my own home
137. It wont effect me
138. Lives in a supported housing scheme. Staff are in place 24/7, who are alerted should the alarm go off and are able to support him. There is no need for any of the proposed services.
139. what will be will be Will have to cut back on something
140. Iam a pensioner that only has a small pension. So my income is stretched with the increase in cost of living. Be a choice between my eating, heating and now safety
141. with this alarm i will feel safer i cant get out much, its £10 in taxi and i was refused attendence allowance
142. my family consider this necessary at my age

143. It will have a big impact on my finances, and it would be better if there were cheaper options available.
144. At a time when utilities, bills and everything else is going up a additional bill would put on unnecessary burden on a limited pension income
145. It will not affect me
146. not
147. it will be another costly service adding to those i already have. I would like option 2
148. dont know yet
149. it will effect my income as i pay for carers 5 hours a day, m charge is £363 per month
150. i think £4 is enough for me, i have a daughter who lives nearby
151. not ideal as has little savings
152. i will have to pay out of my pension
153. i will pay for this service or my family will help
154. I won't be affected by the introduction of a charge
155. with the cost of living going up on everything, i dont know how i will manage
156. not too much
157. not at all
158. Clearly will eat into my available money Comment - totally disgusted in the charge. Yet another reduction in our service for which i have paid taxes over decades
159. Quite a bit but i shall have to find it. I think these charges are rather high
160. Obviously another charge on top of cost of living is a rather big blow my husband has dementia and its costing more and more to look after him at home Its another £284 per year to find
161. Added costs to the Cost of Living that we are currently facing, I know that we will at some point have to contribute as we are a nation that are living longer and costing more to keep going.
162. wont effect us or cause any inconvenience we already have names of 2 people who have access to key safe etc
163. it will be something i need to pay but with the added cost of living etc it will be difficult
164. it wont , its only £5.50 to keep me safe
165. As Mum is over 90 and has a limited amount of money paying for the Telecare Service is an extra burden for her.
166. arrangements to make payments manageable
167. I will have to budget carefully for it as im a pensioner so dont have a lot of income
168. It is a vital service so if its a chargeable one then thats acceptable and mum would use level 1 Life lines first call is to the carers on site then if there is no response they get in touch with me which will continue on level 1 Mum has already a key safe outside her flat so the carers are able to gain entry
169. If it is they need to charge it will be okay
170. Its a service that mum needs so if there is a charge thats okay

171. This will affect my income as I only receive my state pension. An extra £208 a year to find is a lot of money with the increases that I am facing at the moment, and having to pay for my TV license now as well. Without this service, if I have a fall I could potentially be left on the floor as I would be unable to contact family members to help me, this would be a worry to me.
172. The charges would put financial pressure on my mother which is already very worrying with the cost of food, fuel, tv licences, household bills in general etc. Just another expense to add to all the others.
173. I can afford to pay the charge I dont feel the premium service would be much use to me as im not very good on the phone - hard of hearing
174. dont know yet
175. We will manage because it's necessary. We have no family close by and friends tend to be elderly.
176. we will have to be careful how he spends his money so he can afford telecare
177. can afford £5 per week
178. This charge will effect me immensely as im unable to work due to my disability. So it will be a massive financial hit for me, but i need the service so im backed into a corner with it. Looks like i will have to forego some essentials to pay for it
179. I am sad to see you have introduced charges when cost of living is rising
180. makes me worse off
181. I am hoping to carry on, but will have to see how it affects my finances
182. I will only be able to afford level 1.
183. less money to spend on other neccessaries
184. it wont
185. it is worth it
186. i think £22 every 4 weeks is too much
187. it is worth every penny and if wont effect me
188. iam on pension credit but will be pleased to pay £4 a week for this service.
189. no
190. Like everything else going up, cost of living, gas, and electric charges, petrol prices, I suppose it had to happen, just hope I can still afford everything. Very grateful it has been free for the time I have been using the service.
191. i applied for this service because it was free. it will cut into my pension, also my carers package and payments its just not fair how far people expect a pension to go
192. i would rather not pay but will do if i have too
193. It will affect me economically each month as long as the prices do not rise, each year and increases to the services provided, I therefore have to budget effectively.
194. financially i will find it very hard
195. will havr to pay it
196. it was good to have it for free, but i will pay if required. I paid £16 a month to saga for it before

197. it will reduce my already low income
198. the cost will make a dent in my income
199. it will make life difficult as im only on pension credit
200. no effect and very helpful for us
201. already pay for care, will leave me with less money
202. I'm okay at the moment paying it's keeps my independent better than having to go to a home hopefully that will never happen.
203. It will be a struggle for me as I only have my old age pension and motability.
204. Will affect financially but can budget for it
205. It will be an added financial burden.
206. it will not affect me
207. i will have to forego other things to pay for it
208. if i opt for option 1 - it will reduce the number of contacts you hold for me from 6 to 1. Also i will not be able to use the service where i have been helped up from a fall instead of waiting for an ambulance
209. It will not affect me that much as I can pay it with the benefits I receive monthly
210. my neighbours are elderly and have family committments so i would need option 2. however i already have a key safe fitted by my son. The £5.50 would be charging me for something i already have, and £280 per annum is a lot of money. I'm aware though how the govt has starved local authorities of money
211. very annoying. If i had family closer i would not use it. another expense like the tv licence
212. she is on a basic state pension but the money will be found because it is essential to everyones wellbeing
213. It will increase my outgoings which are already increasing by having to pay for my carers.
214. i will have to make allowances in my budget
215. It is causing me distress NOW. i feel pressurised to accept. the cost will impact on my pension and benefit income. I disagree with this, you are penalising the poor elderly. Iam 94. this is disgraceful
216. iam willing to pay for the service
217. it is a charge im willing to pay (option 1) because its a much needed service
218. i already pay £400 for carers 4times a day
219. we are pensioners and like everyone else struggling with the cost of living. I think the £9 a week is over the top, but would be prepared to make a donation
220. obviously it will be a extra expense, but good value for money
221. The cost of living is going up all my Bills especially Gas-Electric and Food are so expensive now, so the extra cost of %5.50 a week £22 month £264 a year is a lot for me to pay.
222. another price increase i think couples should be charged a single rate so we dont have to pay twice

223. would probably only need option 1 as i already have a key safe and some support. £4 a week seems fair but would be able to use direct payments to cover this? if not, we would find a way to pay
224. It will be hard for me to paid the changes I will try paid monthly as I only get paid one a month
225. The cost of paying for this service on a weekly basis does worry me. Everything is increasing so much. I don't want to lose Progress Life but with the cost being another addition to my expenses I would have to consider whether I could afford to continue with it
226. I can't afford but need the assistance as I'm unsteady on my feet
227. it will increase the costs i pay for care, but would be a lifeline in an emergency
228. .i think introducing a charge for disabled people isnt appropriate but i can understand why this has had to be done in the enviroment qe are in.
229. Not at all
230. I am fortunate that I can afford to pay so will personally be unaffected. I would hope consideration of affordability would be given to those on low incomes e.g. maintain the free service for pension credit recipients.
231. yet another cost! along with the increasing cost of care
232. not well, esp with state of everthing RE cost of living
233. it will be difficult as many pther vital things are costing more and i only have state pension plus very small savings
234. added to the other cost of services a medium effect
235. terrible, i will be 90 in november
236. i would rather not pay but realise it is necessary for me
237. It will make it quite hard but I consider it a priority when it comes to my care
238. cost of living - it will obviously have an impact on personal finances
239. from £280 a year might not sound a lot, but with my low income and everything else going up it will be another blow for pensioners. I dont know how long i can keep going on Can you explain what the point of this is? As it looks like the system will be implemented in the new year no matter what we/i say in this consultation? surely this is cart before the horse? i also thought LCC had a duty of care to disabled and elderly people?
240. i can afford £4 per week
241. happy to pay
242. I am on a low income
243. i cant see that it will
244. It will make me poorer meaning a choice between having / nutritious food (especially fresh fruit) + your essential service. Would a labour controlled authority do this to the poorest + most vulnerable in Lancashire
245. It won't really affect Dad. It is just the same as everything else that has to be paid for such as the TV license which was once free
246. I will have to curb my spending on other things as this is more important to me.
247. Less to spend on food!

248. this is such an INSENSITIVE time to introduce charges for a VITAL SERVICE when everything else is increasing in cost
249. Cost of living going up and up, just more money to come out of my pension, I'm 89, health problems etc
250. Won't affect me greatly
251. The charge will mean mum will need to make cuts elsewhere in her household budget
252. i will pay for this service providing i can keep the original agreement i made. I will not leave keys in a safe
253. we will pay for it anyway
254. due to the cost of living this amount of money will have a significant effect on my living standards as it stands and if i had a choice i would like things to stay as they are
255. this would cause financial hardship
256. additional cost but consider it worthwhile
257. Obviously its a cost to me which I will have to pay out of my fixed income. I would choose option 2
258. i will be a lot less well off
259. It will be hard but its something that is needed
260. v.little
261. cost - im ok, but some may struggle
262. will need to find additional money
263. It will put pressure on my budget as I only have a pension (state) as income.
264. it will significantly effect me as im only on a pension, and in need of some carers which will leave me with no money to live on
265. it wont
266. will be ok for me
267. i may not be able to continue using telecare due to the cost. £4 a week is expensive as im a pensioner and do not get much in benefits
268. will not be able to afford so will not use the service
269. very little
270. it will make it even more difficult to manage financially
271. I reach my pension age on XXX. So I will be having to my Bills, food bull etc out, but I am willing to pay a little fee to telecare with no objections.
272. not greatly as the cost is only a small portion of our disposable income, but this is shrinking with current inflation etc
273. more expense from pension however nothing is free, been lucky for LCC to pay so far. thank you!
274. on top of all the other high charges for everything its going to become a problem. £5 per week is a lot, have to pay for taxi's to get out
275. I will survive
276. it will effect our income
277. i will be content with £5.50 for the full service. The staff are reassuring. the young gentleman that let himself in the house was assuring and efficient. Thank you for the service
278. as will be paying for carers it will all add up to more money going out but i need it. so will have to manage

279. i can afford to pay this charge, however im very concerned that charging for this valueable lifeline will endanger others and may force them out of their homes and into care
280. it wont
281. whilst i can afford at the moment, any further increase to service or cost of living would not be welcome
282. squeeze the finances available to the household
283. another cost to consider on my pension
284. Hopefully we will be able to use our direct payments for paying for the service.
285. we will obviously have to pay because its necessary for her
286. it will mean my pension money will have to be used unfortunately. but i absolutely need this service
287. It would leave the individual with less finances per week, putting them at a financial disadvantage due to their disability at a time when the cost of living in sky rocketing. This is not something that they themselves should have to pay for and I would hope it is something that the cost of which would be taken into account by LCC when assessing their finances.
288. if we have to pay we have to pay. iam XXX years old in August. It gives me peace of mind
289. its the same as everything else, its all going up
290. obviously it will effect me financially but i need the service, not much choice really
291. the charge is fine by us
292. it will obviously be an additional challenge to afford alongside other increased costs such as gas and electric
293. slightly, but can see it will be a big problem for poorer people
294. it will take a chunk of my pension money and im already struggling to keep up with increasing costs
295. i recieve disability allowance that pays for my carers and food delivery service so there is not a lot left after those have been paid for - and also have all my household bills which i pay with my pension
296. not a lot i can do about it, as i need the service
297. being on benefits due to my MS and being unable to work i also have carers regulary, to be charged will effect my income which will decrease my allowance
298. i will manage
299. £4 a week doesnt sound a lot, but some months i dont have £16 left, and it adds up. i have had it a long time, but never used it. But i feel safe knowing its there
300. it will effetc me financially
301. worth it hope that everyone who needs it can afford it as it must save the NHS and social care a fortune by preventing admissions to hospital and allowing people to stay in their own home
302. i will need to find the money during this difficult time
303. will effect disposable income
304. with everything going up it wont be easy, but this service is essential
305. just another expense on top of my care costs

306. it means my mum will worry about the additional expense - £200 for the year
307. I will have to pay the 2nd Full service as I need the life line.
308. I will have to reduce my food shopping bill to accommodate the charge.
309. I will need to reduce my monthly out goings to cover the cost.
310. Ultimately I will make sure my father has the funds to pay. He has already modified his home heating due to the first energy price hike. I would like to point out how disturbing that LCC management think that this is a good idea and are introducing a shopping list (Scale of services) to the most vulnerable in society and quite often the group with a limited budget and modest pension. I appreciate this is an outsourced service and costs due to the uncertainty of events around the world and the economic climate are squeezing operating budgets. As the next hike in fuel charges are coming in October this is only going to exacerbate the problem and burdening the elderly and vulnerable with this extra cost Is immoral. I'm sure there are significant areas of waste and various budgets that can be looked at before targeting old age pensioners, surely this is the very group we should be looking to protect. If we can't provide a basic level of protection and care the alternative is for LCC to house them in a nursing home for their own safety and protection which is financially counter intuitive not to mention potentially emotionally damaging. It is always cheaper to keep people in their own homes. I would be interested to know how many old age pensioners can't afford ANY of your shopping list options, will this data be available as I would like to receive this as I wish to take this matter to the local MP. I believe this is an area that should be safeguarded as a priority, surely other budgets can be prioritised before this.
311. I dont really think it will affect me .
312. At a time when everything is going up in price and we are all wondering how we will manage to pay our bills, particularly in the autumn/winter time, I do think the timing isn't good. A postponement until January 2024 would be helpful.
313. Obviously this will be an additional expense that we will have to budget for but it is critical to Mums independence so we will manage.
314. very badly, only on pension, DLA getting around, DLA help with dressing. cost of living, gas rises, elec rises, can only afford small shop
315. my mum is on pension credit and needs carers going to her, so we have other payments to make
316. The charge will put a further burden on my mothers pension along with the increase in the cost of living
317. I can afford to pay for the service.
318. The £5.50 a week is fine and won't affect me.
319. It is worth paying for the service
320. quite willing to pay
321. it will add to our weekly costs
322. as long as i can pay monthly direct debits its ok
323. it will cost me another £5.50 from my budget another kick in the teeth for the elderly
324. it will mean i have less money but i need it

325. I am on benefits so £4 a week is a lot of money to me but as I need the service I am left with no choice
326. I am currently receiving benefits and this will be a huge deduction from it. It will negatively affect me financially
327. If i keep on the low rate of £16 per month i should manage, and i do have a key lock fitted of my own
328. We would have to cut back on things. It is another expense on top of the cost of living crisis. It is a good service, it's just one of those things.
329. it is necessary so i accept that i have to pay
330. i sincerely thank the present team who have made my way of living possible and i shall hopefully pay to be independent. the charge is my insurance and thank you from top to bottom
331. it will be an added expense to my care and wellbeing but worth it for a nominal charge
332. it would not cause too much hardship as we have already saved up
333. it will give me confidence to live alone i dont have a mobile phone or internet, i have hearing problems
334. not happy but understand why
335. i will struggle to find the money to pay for this and for carers as i live on a budget. I live on UC, cost of living is rising
336. a further strain on households and elderly people
337. nothing comes free i know, but being disabled is not my fault. we have paid taxes all our lives and the nhs is a free service, why not telecare?
338. It will be a further necessary expense as i am on a fixed income of old age pension and pension credit. The increasing cost of living due to higher energy prices and rising inflation mean I will most likely need help from family to fund this necessary service.
339. unwelcome cost
340. It will amount to our outgoings as we completely pay for my Husbands care package however it is important to know that help is at hand in an emergency
341. Any additional charges and costs are always a worry but we have no other choice as I need this service.
342. not happy about having to pay. why is it not means tested
343. i can afford to pay for it, though i regret that the obsession with lower tax has made this necessary
344. seems expensive for a weekly charge for a minimally used (hopefully never!) service
345. i will have to turn down the heating in the winter to pay for this service
346. whilst it is not a relatively huge amount, no doubt the price will increase year on year at a time when people are struggling
347. not a problem, pleased with service so far
348. it will effect me, not much to spend on food and bills
349. it will be a struggle to pay the extra as i pay all my own care bills and utilities etc my income is LESS than my outgoings and this will add an extra strain on my finances my savings will run out soon, what will i do then?
350. not too badly

351. it will affect me financially, but is necessary for me. if i can afford it i will continue, if i cant i wont be able too
352. financially i am already spending a lot of my income on care. it would be another cost i have to cover
353. Wre are on fixed income and will have to reduce our living costs in some way to pay for the falls service.
354. This charge will impact me quite a bit but I will have to prioritise this over other cost of living bills when the charge comes in since I live on state pension.
355. It will cost me £286 per year to use the service.
356. My husband and I do not receive a full state pension and with the current economic climate it would cause an impact on our finances.
357. As we both use this system do we pay for both of us? Or one payment to cover both.? My view is that this could cause hardship to many people - especially those who live alone. The wider consequences do not bear thinking about. People could suffer if they lose this support.
358. On our modest income it would make a very big hole
359. We will pay for option 1 although at the moment I think we may have option 2.
360. The cost of living is increasing but this is equipment I need so I will have to pay for it.
361. Severe: financial implications. When taken out it was free however with the introduction of charges within the current cost of living crisis it will be extremely difficult and I feel that it should be free for existing users and charged for new users who then sign up knowing and accepting the charge.
362. Money I wasn't expecting to have to pay out.
363. it will have to be paid so.....
364. it is another expenditure with everything going up in leaps and bounds. There are some people who really need the service who wont be able to afford it. People are struggling to eat and keep warm. once again it is the vulnerable in society who are being targeted
365. GREATLY - iam in receipt of state pension and a small private pension of £100 per month. This latter prevents me from qualifying for pension credits and a host of other facilities for which i have to pay. Coupled with the massive increases in my energy bills the introduction of charges are very poorly timed
366. hard on my income
367. would find it expensive but neccessary
368. another unwelcome expense at a time of increased cost of living
369. no direct impact although another £5.50 per week when everything is going up, could cause concern
370. i'd like to think i can afford it, but it will depend on cost
371. im a pensioner and live on my pension plus interest from my savings. i already have to pay for cleaners, carers and gardener along with all my household bills. this would be another expense
372. wont
373. although the charge will slightly effect the users budget, it will be well worth it for peace of mind

374. i will have to be careful with expenses
375. no real affects
376. i will just have to be careful with my money
377. not too muc
378. not at all
379. On level one I should manage
380. it will guarantee i have help if i need it
381. It's ok..
382. Can the charge be paid for through the direct payments budget? or do we pay for it separately? If separate, with everything going up, is this a wise thing to do? Pensioners will not be able to afford the service which is crucially required in my opinion.
383. Won't affect me.
384. Financially it will affect me but I can't afford to be without it
385. No effect
386. extra costs
387. I can afford to pay. I haven't used it yet but I think it's a good service. I have family that live close by and my Son has set up the Alexa, but he says if I fell and was unable to speak the telecare service would respond.
388. Financially. Too expensive, but rely on service. It is a lifeline.
389. He can afford it. We wouldn't need the premier service. Long may the responder service continue.
390. It be another expense, to the ever increasing cost of living.
391. Everything going up it's hard, not happy with having to pay. Whatever you pay £208, £260 or £468 a year seems a lot
392. affect my money as everything is going up
393. It will have a negative effect on me. I already pay full care costs towards carers coming into my house, and social services requested that it was installed and now you are proposing charges, which I feel unfair and disproportionate. I have been told that this is needed for me to live alone but now you want to charge for it, which is poor
394. only slightly
395. it wont affect me
396. We will have to cut back on other things. Little treats will have go and we will have to look for cheaper alternatives.
397. Given the fact that I was told that this service would be free for life, if charges are brought in, I will have to find the money from somewhere, on top of excessive fuel, gas, electricity and food prices. As a pensioner on a fixed income, price rises seriously affect me.
398. in april 22 my pension rose by £5.79 per week. After paying for telecare that leaves me with 29p
399. It is a bad time to introduce charges, especially going to a substantial charge from nothing. Charges are very expensive and I would like to know how you came up with the figures, as this is not mentioned in the letter. I am particularly concerned about people with less generous pensions.
400. worth every penny
401. I will cancel donations to a present charity.

402. Charges will have to come out of benefits. Charges proposed are reasonable.
403. it will be an additional cost on my expenses. i only get pension credit
404. will leave me with less money for heating
405. it will obviously effect how much i have to spend on other things
406. claim benefits but feel the need for the monitoring service at £4 a week.
407. not at all its good value for money
408. We will have to try and reduce outgoings by cutting back wherever we can. As both wife and self use the service [same key safe and same telebase unit] we think it unfair to be effectively charged twice for same key safe, telebase unit and it involves no extra effort or expense to monitor same unit wether it be for one or two users. We already have no luxuries and will have to cut out something we need. We currently have no choice but to pay £90 per annum for prescription delivery as substantial prescriptions , including a weekly doset tray [none of the so called free services accept doset tray customers or scripts for Controlled Substances, so again no choice. I am on a moderate Civil Service Pension & my wife has no opportunity to work overtime. This means we will have to "Rob Peter to PAyPaul" and already under a lot of stress, we each have long histories of significant Depression. Once we cannot afford our rent we will struggle as we are unable to compete against able bodied Potential tenants in the current new bidding practices. Very worrying times ahead.
409. it will not
410. Not at all.
411. money wise a great deal
412. It is affordable at the moment
413. no problem, im a pensioner in england, im getting too much money thrown at me! i dont know what to do with it all P.s. i might need it all for my gas bill
414. no problem
415. i hope not too much but i will have to see
416. It doesn't really impact me greatly. However, I do feel concern for fellow elderly citizens who may already be struggling with current inflation. This is a time of unprecedented price hikes.
417. not too much - it will be manageable
418. i will continue to have peace of mind
419. seems a lot to pay especially when prev it was 0
420. i will pay the charge - will find a way. it is a good thing when oyu have no-one
421. a little, as n additional charge
422. Not ideal, but my father cannot be without this very important service. Once again, I stress that my Father needs the same service he has now which is a mixture of Options One & Two. I really do hope the same service he has now will still be available.
423. I will now be forced to pay for a service that I currently receive at no charge. Note: - I am not happy that you have brought the consultation deadline forward by over three weeks. - I am not happy that I received

(postal) notification of the new deadline on the actual day of the deadline itself. - I sincerely hope that you perform a further consultation, updated after considering feedback so far, and being open about this feedback.

424. It will impact significantly at a time when costs are rising all around us, especially looking towards the hugely raised energy costs which will hit us hard this winter.
425. I can afford to pay the charges but many pensioners may not be able to and therefore will be at risk.
426. I feel that the full service option should also include elements of option one. There needs to be an option whereby there is a full service but the first port of call is to contact my nominated persons before sending a member of staff from Progress Lifeline, as this may in most cases be unnecessary. I also feel that reducing the number of contacts to just 2 under option one is too limiting and maybe 4 numbers should be listed as contacts in order to cover family living nearby and neighbours. This should also be the case with a full service.
427. Will not effect but don't agree we should have to pay for help
428. The charge would be another financial burden to someone living on just a state pension. My mother has been waiting for months for a hospital appointment and only today has had the appointment cancelled and rearranged for December. Her only alternative is to go private which she cannot afford so the family will have to pool together to make this happen, I would imagine this is a typical situation for most "Telecare" users. This comes at a time when the LEP published an article of Lancashire County Council having £30 million "leftover" in the budget. I (we) feel rather than charge vulnerable people who have paid their taxes and NI contributions for 70 years and more, the council could and should supply the Telecare service free of charge. <https://www.lep.co.uk/news/politics/council/heres-how-lancashire-county-council-will-spend-leftover-ps30m-and-why-social-care-is-a-source-of-financial-uncertainty-3779446>
429. It wouldn't affect me provided it was reasonably priced.
430. none
431. it will not affect me
432. i use it as a back up, i have not needed in over 2, 3 years
433. Will only afford monitoring service. This gives me security when I'm alone.
434. No detrimental effect to my financial stability
435. It won't affect me as I am able to pay with the help of my family
436. I might have to start using my savings to pay for it with everything else going up too.
437. It is a cost that I would need to bear and find from my pension. I fear living without the service. Fortunately when I have fallen I have done myself no real harm - a few bruises but nothing more serious - the telecare service has been such a reassurance. If it is not available I'd be looking for support in finding and living in a care home.
438. Would struggle financially

439. a big difference to my spending - as all other bills have gone up, in some cases doubled. give £5 monthly to 2 charities locally, will have to stop these to help pay for new charge
440. my mum has had this service free for a long time, and i dont feel it can be taken away - so we will ensure there are sufficient funds to pay
441. very little
442. At this time of economic crisis and restraint any increase on family budget is So I ask you to think again about applying this charge
443. It wouldn't affect me at the moment but if the prices of gas + electric continue to rise I may be affected greatly
444. i will continue it whilst i can afford it, will need to see how the finances work out
445. greatly
446. cost of living - it will be higher y £286 per year
447. only on pension credit - so a lot to pay out of it. everything is going up
448. it is affordable
449. fortunately we can afford it
450. It's worth every penny and would be happy to pay
451. this is an appalling 100% increase in the cost of this service. at a maximum charge of £468 per year. on top of inflation and other pressures like care fees
452. If we selected the option 2 at £5.50 a week, then £22 a month actually seems quite excessive. Maybe there should only be a service charge if someone actually needs to come out to your home (as I guess the service can be abused somewhat), but the cost of having the telecare box at home connected to a paid for BT land line is no cost to LCC but the homeowner.
453. paying for the service will obviously effect us, but its so important in our lives
454. With the cost of daily living increasing it will add to the cost. I am on benefits which only give me a small income.
455. I would have to be more careful, luckily I have family nearby. I would have to find the money from somewhere.
456. It will not affect me that much as I can pay it with the benefits I receive monthly.
457. It will increase my outgoings which are already increasing by having to pay for my carers.
458. The cost of living is going up. All my bills, especially gas, electric and food, are so expensive now, so the extra cost of £5.50 a week, £22 a month, £264 a year is a lot for me to pay.
459. It will be hard for me to pay the charges. I will try to pay monthly as I only get paid once a month.
460. Service gives peace of mind so will try to pay, although this will be a struggle.
461. It will increase the costs I pay for care, but would be a lifeline in an emergency.
462. Not at all
463. I am on a low income
464. Money is very tight but we need this service

465. It will make me poorer, meaning a choice between heating/nutritious food (especially fresh fruit) and your essential service. Would a Labour controlled authority do this to the poorest and most vulnerable in Lancashire
466. I will have to cut my spending on other things, as this is more important to me.
467. Cost of living up and up. Just more to come out of my pension. I'm 89, health problems etc.
468. Less to spend on food
469. Yet another financial burden at a time of high inflation I pay the Council Tax, why have to pay yet more? (I fell sorry for those handicapped people who have low income)
470. Make me poorer
471. It will mean i will have to give up something that i like to do in order to save the money to pay for the service
472. Although it won't affect me, I am concerned for others
473. I need the service so I will have to pay
474. Badly we are currently assessing where we can find extra funds from
475. Not at all. It is an essential service to me. Knowing that if I have a fall or accident there is always someone at the end of the phone to help me.
476. Won't affect me greatly
477. at the moment we pay cleaners £17 a month - we will cancel this to pay for it
478. I dont usually like having something given to me then told I have to pay for it, £4 wont be too much for my lifeline. I do have 4 hey holders allready 3 of which live nearby
479. It will have to be budgeted for
480. A lot of older people will be unable to afford to pay. I am 85 years old. The form is very badly put together and difficult to understand.
481. It won't
482. I am able to afford the charges at the moment. The service allows me to live independently.
483. It will not affect me as I need the device
484. it will be difficult but I will manage
485. It will be hard but it is something that is needed.
486. It will put pressure on my budget as I only have a pension (state) as income.
487. Will be ok for me
488. I reach my pension age on XXX so I will be having to sort my bills, food bill etc out but I am willing to pay a little fee to telecare with no objections.
489. I understand your question - we can absorb it financially
490. it will be a bit tight for me, but i feel i have to try and keep it because of my age
491. I have cancelled contribution to some charities WW!, N.R L. Party Other charities I have kept
492. I agree with the charge
493. Very little, its affordable
494. I intend to apply for attendance and/or carer's allowance and this provision would help in this time of rising costs in every area

495. It won't affect us really
496. Money is very tight but we need this service
497. Yet another financial burden at a time of high inflation. I pay the council tax, why have to pay yet more? (I feel sorry for those handicapped people who have low income).
498. I will have to watch my money, and have to cut down on things
499. Make me poorer
500. It will be another strain on my finances at an expensive time.
501. it will be paid by direct debit or standing order
502. As my only income is state pension and a very small private pension it will affect me financially as i am coeliac and have to pay higher prices for staples such as bread as Lancashire decided gluten free should not be available on prescription.
503. Although it won't affect me I am concerned for others
504. I need the service so I will have to pay
505. it will effect me, my pension does not go far and doesnt go up to cover the cost i feel sorry for the elderly or poor people who cant afford it. what will happen to them if they fall?
506. ?
507. i will pay direct debit, £4 a week
508. I hope LCC will reduce my contribute to my care to take this charge into consideration.
509. As we have had it for some time we have come to depend on it - therefore feel pressure to continue but obviously extra money to pay out!!
510. it is necessary
511. Not at all. It is an essential service to me knowing that if I have a fall or accident there is always someone at the end of the phone to help me
512. i will of course, the way everything is soaring but you have to cut your cloth accordingly.
513. It will mean I have to use less heat as I cannot afford both
514. No effect
515. it will effect me greatly as all the bills are going up i will have to prioritise what im paying for e.g, heating etc
516. Negligibly.
517. it will mean trying to cut back more than i already do
518. It will mean i need to make savings in other areas, food etc. I already pay for carers which makes my outgoings more than my income.
519. cost of living - this is an extra expense
520. It means i'll have even less money out of my pension - maybe have to cut back somewhere but if gas prices go up as much as predicted may have to cancel.
521. it will be extra costs but will have to set up a direct debit to pay for it .
522. Not a problem.
523. obviously its an additional cost but consider it essential
524. It's an additional cost for something which is vital - it's a lot for a pensioner. if i didnt have help immediately i would likely cost LCC + NHS more money if i was hurt.
525. less money

526. We will find the funding for this service.
527. I don't feel it is an unreasonable charge for myself - but I am concerned about others who may be unable to afford this and therefore will be at risk, and a great worry for them.
528. i will have to pay as i need the service and the assistance that comes with it
529. I feel its a bit costly but as i have said i need it. Something will have to go i assume.
530. If the charges are introduced i will arrange to pay for the service.
531. nobody wants to pay for a service that was previously free. concerned that some vulnerable people may not be able to pay. concerned that when payment is organised the price will go up and up and up
532. Won't affect me. Added: We would like to choose option 2
533. Of course it will affect me as this is just another bill i have to pay. But i have no choice i need my pendant.
534. not so significantly, it will allow us to stay in own home
535. not a lot
536. Only financially.
537. I will include it in my weekly budgets.
538. I appreciate that telecare incurs charges but the timing isnt good just when everything else is increasing in price. The belt will have to be tightened even more.
539. it will affect my monthly bills, however it is worth it for peace of mind
540. we will have to make sacrifices in food and heating
541. not much £22 is very little
542. I will pay by direct debit.
543. I have no choice but to pay it.
544. We can afford this as we get attendance allowance.
545. Its another drain on my finances and with the increase in fuel to heat and light my home £208 per year is a lot of money out of my pension.
546. I don't usually like having something given to me then told I have to pay for it. It won't be too much for my lifeline. I do have four keyholders already, three of which live nearby
547. We already pay for daily care a cleaner and gardener. She also has the heating on all day and sometimes at night. All these added costs are affecting the elderly and some will have to make hard choices, hopefully, their safety isnt put at risk.
548. It will have to be budgeted for.
549. Will add to financial charges.
550. It won't
551. Because it will take more out of my pension.
552. It will be more expense to my annual bills.
553. Sad that something that was free is now being charged for especially for someone so elderly.
554. It wont affect me I think the charges are very reasonable
555. The cost will come out of my savings along with that for my carers
556. my mum already pays privately for carers 3 times a day, so obviously this will increase her day to day care costs

557. I am able to afford the charges at the moment. The service allows me to live independently.
558. It will not affect me as I need the device
559. It will be difficult but I will manage
560. hard
561. Not much as the benefit I get helps pay for it
562. The £4 per week (one monthly payment) will not have a great effect. Will just stop payment on some other product.
563. I will be almost £300 out of pocket at a time when everything is going up in price. you are going to find people dead on the floor if they cannot afford this service!
564. I will be worse off
565. difficult but no impossible
566. Just one more service to expect for anyone that is disabled to reduce our OAP
567. It will just be an additional expense. With the increase in all the other things, including fuel, gas & electric etc
568. I understand your question. We can absorb it financially.
569. It will be OK
570. I have cancelled contributions to some charities - WWF, NR, Labour Party. Other charities I have kept.
571. will cut back in other areas to afford it
572. Come out of the pension try pay bills?
573. only time will tell
574. It won't put me off using the service. If it enables LCC to continue to provide an important service, its a lot less than private service will cost.
575. as above! i shall have less funds for my carers to come and help me get up and go to bed. their charges are £30 er day. fortunaely i can afford to pay that as i have a works pension and small holdings in some shares - thank goodness it has taken some 15 mins for you to answer a straightforward question, not much of a service and dont give me the covid excuse! iam not into computers so lancashire.co. etc is gibberish to me and probably many others
576. I agree with the change
577. I intend to apply for my attendance and carer's allowance and this provision would help in this time of rising costs in every area.
578. It won't affect us really
579. It wont be easy to pay all these extra costs but i will have to pay one.
580. very hard especially as all other bills have up. will have to cut back on heating/or electric. My pension has not increased by that amount
581. i would be ok to pay
582. im sorry that you have to charge, but i will pay the fee as there is no option for me
583. Slightly, we will cope
584. I will struggle but understand
585. will not affect me
586. Extra expense to find out of my pension.

587. It was peace of mind but will have take my chances of finding alternative help
588. Not a lot.
589. I have good care from the service. I will be glad to continue.
590. significantly. i rely on my telecare alarm as in wheelchair - housebound and often bedbound. charges seem particulary high relative to number of times activated. it reassures me. i have x8 carers per day plus my family - but i wont have enough money for everything
591. I will have to watch my money and perhaps have to cut down on things such as daily papers will have to be sacrificed.
592. Of course it will affect us; it is taking more money from our ever dwindling savings which could be used elsewhere. LCC should be proud of the they give the disabled and vulnerable this service for free instead of falling into line with other authorities. It is always the disabled and vulnerable who have to pay the most. (60-69) - Wife - only my wife has the red pendent emergency button.
593. Well I pay rent and tax, tv license. I have always worked from being 15 years and ihad to give up work when i was 60 due to prostrate cancer. I think i can entitled to something in return i have never been on the dole. It just seems like that elderly are not being care for as they should be.
594. something we will have to pay for as we need it. also as we wont be first point of call it takes some of the upset off us as we worry what we may walk into
595. Initially it could be paid for but she also has carers etc. I also worry about people who cannot afford this service as it does boost confidence. It also provides a service cheaper than residing in a care home.
596. I won't actually affect me personally, but it will be an extra payment for my 95 year old mom at have to pay out of her pension.
597. high cost but will pay by DD
598. I already have these services but do not mind having to contribute as my health and safety is really important. I have been burgled in the past and any security is a bonus.
599. It will mean I have to use less heat as I cannot afford both.
600. im fortunate to be able to pay the charges
601. Would be better without the charge.
602. as i have a good pension i will be ok
603. will not affect me
604. any charge will affect me. my gas, food etc has all gone up
605. dissapointing a charge has been introduced but i couldnt survive without it
606. I don't feel it is an unreasonable charge for myself, but I am concerned about others who may be unable to afford this and therefore will be at risk, and a great worry for them.
607. It won't affect me. I think the charges are very reasonable.
608. The cost will come out of my savings along with that for my carers
609. Won't affect.
610. The charge will impact extremley adversely on the domestic budget particularly as the energy costs are rising extotionately.

611. I will be worse off
612. Just one more service to expect for anyone that is disabled to reduce our OAP
613. It will just be an additional expense with the increase in all the other things, including fuel, gas, electric etc.
614. It will be ok
615. Very hard, especially as all other bills have gone up. Will have to cut back on heating or electric. My pension has not increased by that amount.
616. Slightly, we will cope
617. I will struggle, but understand
618. It was peace of mind but will have to take my chances of finding alternative help.
619. Had the benefit of this service for years now having to pay is the least i can do.
620. i shall have to stop social activities
621. just cant afford it anymore
622. it wont
623. it will mean more pressure on my finances. i believe people who cant afford it will end up ringing 999
624. im on pension credit but as i need this service i will find a way to pay. i will struggle
625. i feel £4 a week for this service is reasonable
626. i really dont think you should have to pay for this service, im over 80 and need it
627. not ideal due to current cost of living
628. It will obviously have an impact on my limited budget but i will have to make it a priority.
629. The cost of the lifeline would be another demand on my finances especially at this time of soaring inflation and with water approaching.
630. I would have to do the £5.50 pw as no friends or nearby relatives 24hrs. I would just cut on weekly food/bills.
631. i would need it in case of emergency
632. if there is a charge we will pay it
633. NA.
634. just another essential cost
635. th charge is fair, i can budget for it. it is in range of acceptable
636. i dont know until they are in place
637. I will have to pay.
638. As i am a pensioner with a small private pension it will be difficult to have to pay another direct debit i also help paying my husbands care fees, he has dementia.
639. i will have to use some of my attendence allowance to cover it
640. thankfully, im in a position where i can pay
641. As this has not been chargeable before i can see why a charge would be needed in some cases, however, it should be free for over 80s and people who have no other option. I would need option 2 which would be £22+ a month which a lot considering its free and the cost of living when only on a pension.

642. I could not afford to pay £39 a month but i would have to pay £24 a month as i cannot manage without the support this excellent service provides.
643. i will be able to pay for option 2
644. it will not
645. It will cost me money but i am happy to pay a reasonable charge - please let me know how much this will be. But i am aware some people may struggle to pay this amount.
646. The charge will be more weekly expense.
647. The charge for option 1 of £4.00 per week (£16 per month / £192 per annum) will be extremely difficult to afford as my only income is state pension and attendance allowance (in receipt of pension credit) and arrives at time when i am already struggling due to the cost of living crisis.
648. Not really i will pay what is required.
649. A small fee for the service will not affect us.
650. As i am an unpaid carer for my husband (XXX) who has diagnosed Alzheimers i need as much support as possible (I am XXX years old) and with no extra income, feel it will be a strain on our budget as he needs to attend a day centre for me to have some respite time to keep going. XXX
651. It has to be paid.
652. iam a 83 year old widower with a limited income
653. yes it was a shock, but i need the service so i will find a way
654. As only on a basic income , this is another unwelcome added cost . Astronomical cost of living rises have already squeezed this to its limit . Not having the service would be life threatening and would lead to more frequent hospital admissions and increased demand on social care on discharge . False economy here . PLEASE NOTE we are very disappointed at how this has been handled. He passed on the letter to me to do, the completion date was 2/09/2022 so enough time .then the goal posts were changed !!!! The Closing Date !! (Posted on the 2/8/2022) I telephoned at lunchtime that day and the consultation period had already closed !!! I therefore had no option but to send this after your closing date which gave inadequate notice. I therefore do not know why you have done this paper exercise as it is obviously just to tick a box And it is a foregone conclusion that this is going to happen whatever is sent out .. you are not thinking of the bigger picture and it's knock effects.
655. We will manage
656. If it has to be paid then it is something that I will deal with as it is a needed service for me.

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

- The following provides comments from those users who state they **don't know or are not sure** if they will continue using telecare when charges are introduced.
 1. if i don't continue with your service it will affect my peace of mind. i used the service twice and ended up in hospital on both occasions so I do value it
 2. Due to the huge increase in my energy bills I will struggle to pay them and other bills so introducing a fee now would be hard for me and others to pay this new fee. It's the wrong time to be introducing charges now and should be abolished as I will struggle to find the fee on top of my other bills and will go into more debt
 3. At a time of terrible inflation, extra costs for most vulnerable citizens is immoral and very badly timed. How can I know the future cost of living will enable me to continue?
 4. I am stressing thinking about this extra expense for a service I rely on (which affects my mental health issues) for my mobility and pain support living on my own. I am shocked that you can introduce this charge for a service that is necessary in a time of financial hardship.
 5. Another unexpected bill in a time of rising bills and high inflation
 6. Worried about increasing costs and on disability living allowance. Over 80 years of age – XXX (Medical conditions redacted)
 7. I live alone and telecare was fitted by my doctors as an option to allow me to come home. i have carers coming in 4 times a day but i have fallen twice and had to get assistance from you to get up.the problem is my only contact numbers are 2 aunts aged XXX and XXX neither drive.and a daughter who has a XXX baby with her partner away in the army
 8. Financially!!!! To put it in simple terms you will be putting people's lives at risk. It needs means testing.
 9. With everything else going up in price, especially gas+ electricity I worry about money
 10. I am unsure that I will be able to pay my bills so I don't know what I am going to do. With the increase in electricity I am afraid what is going to happen. It's a worrying time.
 11. Is it actually worth it considering real emergencies are infrequent? 2. The telephone calls to make this service viable are already a premium expense hidden within the phone bills. 3. The big utility heating bill is still to hit us in the colder months when the price of Gas and Electricity goes up again. Now also paying for LFT's in order to access council services plus food, clothing and petrol price rises. 3. Where are the public finances for funding this service to date now being reallocated if we are now paying for it? 4. Why are social care services like this still being undermined? 5. Politics?
 12. My infirm father really needs to have the service but is stubborn about paying for things. Even if we offer to pay for it, he will likely refuse to have it anymore on principle.
 13. It put more pressure on finance's

14. May have to give up my landline. It would be nearly £70 per month for telecare, landline and mobile.
15. I'm not sure I will be able to afford it as I have to manage on benefits and am already struggling with increasing care costs. Hearing that you will be charging for this service is now causing me great anxiety as it's a service I really need with my poor mobility and risk of falling.
16. This will affect me paying for day to day care services. like food .
17. Make my mother (who uses the service) feel much more vulnerable without it
18. To be asked to pay a minimum of £4 to have the service which will be £16 a month is we get spent on top of the list below inflation payment of our pension
19. It will make keeping service users in Lancashire safe more difficult as some will be unable to pay the charges and therefore will go without the service which sometimes is a necessity for keeping people safe in their own homes.
20. I am on a low fixed income, just above the pension credit amount. I get help with my council tax. But due to increased costs of living, would struggling to pay for this service which I desperately need.
21. with rising household costs its having to prioritise my needs and see if I can afford to continue with the telecare service.
22. unaffordable
23. in money terms. due to increased cost of living this will add to worries
24. It will definitely affect me as im about to turn 60 and have husband and mum to run after. This service is invaluable and means i can nip out and feel assured that they will be monitored and will receive a call if anything happens
25. Added burden on finances, this service is very good for giving carers extra time for themselves if it was taken away possibly may make carers think twice about their caring roll and if people had to go into care because of this it was cost the council allot more money.
26. it will not affect her financially, its whether it is viable to keep it when she refuses to wear it when required
27. Further costs in addition to spiralling inflation.
28. Already on low income and with cost of engery bill going up now charge for telecare don't no if I can pay for it am 88 years old and only get my pension money will be tight
29. Not really sure, I'm 80 plus and I feel reassured with having the telecare but I feel that having to pay for something that I may not need full time or even just at night a bit expensive at the prices on a weekly basis. There are cheaper companies out there for the same services so I don't know why I would choose to pay more with yourselves.
30. It will effect me badly with my Parkinson's and wife going out to work I will find it really difficult. I'm XXX years old and never claimed anything in my live till now. I think I should have it free. If I fall and there's no one around I will be in my own for a long time Please help
31. It will make her struggle financially more than she is already.
32. As the previous question, I must try and economise where I can.
33. My husband is registered blind, has vascular dementia along with a host of other medical problems and this allows me to shop etc knowing he has this

- service. Our finances are very tight at the moment and are likely to get worse so we cannot afford any extra expense
34. Mum is not on benefits, only low rate attendance allowance and with the services she already pays for she is unable to absorb the extra costs.
 35. it will effect me as im on low income and money is tight
 36. it will make it less likely that i will be able to afford evening care which i need but cannot afford. I have morning care then my 81 year old wife fulfils my care needs for rest of the day
 37. Will reassess need/service and effectiveness before charges are introduced
 38. as an 83 year old pensioner, i just felt so safe at night so its very upsetting. My relatives live in another town so i really needed this. Cant leave keys with anyone
 39. However if we needed it , im sure £4 a week would be ok for peace of mind
 40. it will affect my day to day living. I will have to give up or cut down other areas to pay for telecare
 41. yet more cost
 42. money is tight
 43. with the cost of living and food will have to be careful with our expenses
 44. iam a widow and the level 2 service would cost £286 a year which is a lot of money, so i will need to consider this carefully before deciding to continue
 45. maybe it could be free for the over 80s
 46. I don't have soy of money but I need to continue the telecare
 47. i may consider alternate options
 48. it will cost me money, everything is going up
 49. as above
 50. I cannot afford the charges so would need to seek advice. I am really worried about the introduction of a charge and disappointed at the proposals to charge the most vulnerable people.
 51. its a additional expense when funds are limited
 52. probaly wont effect me
 53. I will have to cancel my D.Debit to Cancer Research
 54. money is limited and costs are rising
 55. another cost on top of 20% increase for care
 56. at the moment my husband is still working. in the future the cost of it would be a lot, esp on top of all the other increases it does give security, but if i got to the stage where i couldnt afford it, it would put my independence at risk and my anxiety and stress would be effected. the premium service is very expensive and on a state pension would be unaffordable
 57. Added stress to already managing with low income and high bills could you consider waving the charges for those who have already been financially assessed by LCC and recieve full funding towards their care?
 58. not likely to use these days as mobile phones used keys already in key safe
 59. At a time of terrible inflation, extra costs for most vulnerable citizens is immoral & very badly timed. How can I know the future cost of living will enable me to continue?
 60. quite a lot
 61. 20 pound a month is a lot to pay when you are living on benefits, it will make life even harder then it is now

62. only my state pension and small railway pension
63. Feel this would affect them tremendously. They have heating on 24/7 due to their lack of mobility and poor circulation. The lights are also on throughout the night as Mother often wanders through the house then. Adding this cost to an already mounting 'living' bill would be quite painful for them.
64. she only has a pension, and with cost of living and this, it makes it more likely she will end up in a home. something she does not want to do
65. Every penny counts even the charges make a difference. We already have a keys to the house with our children. Please excuse the writing. I have arthritis in my hands fingers.
66. If the option is taken it will add even more to already stretched funds
67. My parents say they will cease using but it is an essential for them to have it so I will have to pay
68. With me on benefits I am on low need in my flat my lifeline With Me Falling. First was Free Services
69. i spend a lot of money on carers, and this will be another high charge you are targeting the most vulnerable!
70. cant afford it
71. i only get state pension and pension credit. with everything going up i will have to wait and see if i can afford it without feeling vulnerable. i will feel vulnerable if i have to quit it
72. I am aged XXX and now on my own I receive a widows pension and a small civil service pension I feel it would be difficult for me to afford payment particularly in view of escalating costs for all services and living costs I do not receive any additional payments eg housing or pension credits etc so my fixed income will increasingly make it more difficult for me to manage any additional costs
73. if i decide to not rely on the service, there will be no option but to make 999 calls. or i could request that i need a carers review. Although £4 does not sound like a lot of money it adds up, esp as i just get a pension, and it frightens me
74. make expenditure or look for security - hard choice
75. Massively-if cannot afford to continue
76. Will cost me £208 per year for a service i cant do without and has been provided free of charge for many years. Thats very expensive. A better way to charge is to charge people only when they press the button
77. badly. just heard on the radio that charges could reach £400
78. My mother doesn't agree with the charge thinks it's disgusting
79. struggling financially already
80. Financially quite a lot - £208 is quite a jump for a service previously free. Can we have access to the specialist team who come with the special chair that we have used to pick me up after a fall ?? If so is it part of any or all of these options??
81. Any extra cost affects everyone
82. it will affect me because im 95 and only get a pension. the increased charge will leave me with very little money for food etc
83. if i have to cut back on other things - food and heating- to pay for this service, that will leave me very vulnerable

84. Unfortunately I can not move without using my zimmer to go to the toilet (2ft away) which Im dependent on my wife to help me . The progress help has been the only way my wife has been able to leave me why she goes shopping , which is the only time im left on my own. I have a bed down stairs and having the alarm round my neck which gives me and my wife a sense of security if only for a small time. We are on benefits so obviously as well as a lot of many people its a very trying time.
85. As comments in previous question, finding extra payments will be a struggle.
86. A poor time to start charging when we have faced two and a half years of pandemic and In our case isolation, followed by a huge increase in cost of living. How are pensioners supposed to cope? Obviously the charge would entail us having to decide whether we want to continue with telecare or use emergency services if/ when my husband has a fall.
87. A cost of over £250 per annum is a huge amount, which should be free!After all we in Lancashire don't get totally free travel as they do in neighbouring areas. Perhaps the County Councillors who claim HUGE expenses , would be willing to Gorgonzola them to the benefit of the vulnerable community
88. See previous answer... how much will it increase each year. Who are Progress Lifeline? Can they be trusted.
89. As previous... don't think can afford it
90. Enough for food.? Heating? Etc, etc
91. not particular, though i can imagine it being a problem for others
92. I may have to cancel the service if I cannot afford it. I think the Government should fund this out of their budget, especially with the cost of living crisis. Most importantly it's the wellbeing of the person.
93. Like a lot of elderly people, i am on a fixed income, so all extra expense will make a big difference to my income, I like a lot of elderly venerable people do not have relatives that live locally. And it seems a shame to remove this after it has been set up with all the equipment. Also like a lot of things we need to pay for these days, none of these seem to be taken into account when assessing means testing.
94. As i've said above, but the service we have at current is peace of mind knowing that i can press a button and help will be there, as we dont always have someone to give a key too, we dont want to keep giving keys to different people, the service as it is is fine for us.
95. Finding an extra £5.50 per week will affect us as well as every 'normal' household. We are already affected by fuel/food/cost of living/inflation increase and a unanticipated cost of £286 will mean that cuts will have to be made m elsewhere. Again, as mentioned on 1st question, it's not clear what the cost covers.
96. Would affect the amount of money available for other things, like food
97. That this time the cost of living is that high I would be able to afford this service
98. LCC are continuing to increase payment for weekly support in the home annually which on benefits is challenging. With the cost of living, transport costs to many vital appointments & energy prices my budget is getting more & more difficult to cope with & balance. Both the mental health & autistic service users really need to have levelling up & more funding not less.

99. I am 86 years old and am registered disabled. Having the pendant round my neck gives me a feeling of reassurance knowing someone is there should I need help. If I fall I cannot get up without help as I live on my own.
100. I'm on my own, I have no relatives. The telecare service makes me feel safe. I'm 83 and disabled, I really like the service. I'm anxious because I'm vulnerable.
101. just another straw very bad timing
102. I think your proposed charges are too much, and I definitely don't think there should be a charge for the key safe. It costs nothing to run. You are benefiting from people having a key safe, it saves time as the carers can just let themselves into homes and not waiting for people to answer their doors.
103. It is disappointing that you are going to start charging, it gives you confidence in moving around your property. I will be able to continue to pay but I will look at other options in order to reduce the cost. I haven't needed to use the service but it is nice to know it is there(it did however go off on it's own accord 3 times in 15 hours) When will you start charging?
104. No new expense is affordable at this time. We cannot meet the demands for increases that we actually get.
105. things are bad enough without yet another charge. Going from free to £17 a month for a service that if and when needed could be fatal for me is an absolute disgrace. an incremental system would be better. plus im also blind
106. not sure, but this is going to affect a great many people. the service affords a great degree of security knowing that if you get into difficulties, with the press of a button you will get a reassuring voice. i think it is a very bad idea to impose a charge if i was to have a service it would be £36 a month - with all services going up and utilities, its going to cost a fortune to keep me safe this winter - a very worrying winter ahead
107. I would have to cut back on other things. I would find it really hard.
108. As I have said before.
109. I'm not sure I can afford this if I'm going to get carers and a cleaner
110. More expense out of my budget
111. I am not sure if I will be able to afford the fees
112. I would think twice about using it
113. iam unable to pay anything by myself, im totally dependent on care and on my friend. Comments from friend - Totally dependent on others, does not want to go into a home, own home is dangerous
114. Another financial charge - I was told this would be a free service
115. It will be one more thing that has to be paid for. The last was TV License
116. It will cause more economic pressure on me. It's not the right time to be thinking about charging when everybody is struggling with present bills, it will cause me more stress & worry about finding the money to pay for it.
117. I will discuss with my family before making my decision. I don't think the charge should put anyone off using this service if they are alone for a large part of the day. At the moment thankfully I am not.
118. im XXX years old and just have a straight pension. no extras like a lot of people. I run a small car to get me from A to B as im type 2 diabetic and have a pacemaker. I do all my own shopping and cleaning

119. a charity or two's monthly payments would have to be cancelled
120. Costly outgoing I am alone being 88 years old very infrequently
121. It will worry my mum she may stop using it which is very sad to think and a worry for the family
122. I might have to forgo the service and will feel alone and fearful
123. I am in receipt of a state pension + pension credit. I do not think it is fair to charge someone with very limited income for this kind of service
124. I can understand a small charge but not £16.00 month Are you on other planet?
125. another bill
126. I will have to cancel my direct debit to Cancer Research.
127. it will affect my finances, i wont feel safe in my home and anxious about what would happen in an emergency situation/ i couldnt afford the service, i live alone
128. She would not use because of the cost
129. At a time of terrible inflation extra costs for the most vulnerable is immoral and very badly timed. How can I know the future cost of living will enable me to continue?
130. My husband gets highest rate attend/all from that we pay £30 every two months for having his toe nails cut, £25 about every 2/3 months for hair cut, pay for eye tests, pay for carers now 3 times a week. So that leaves nothing of A/A for me caring for him and I am his sole carer. My husband not only has XXX (medical condition redacted). He also has XXX (medical condition redacted) and been confined to bed for last 10 months. I depend on this service for going out. (If we came under Blackpool this service would be free... Could have XXX feet done for £17 a month & mine for additional £12. I am XXX (medical condition redacted)... also could attend meetings in Blackpool - only 10min ride away - Whereas getting into Preston would take about 1 1/2 hours each eay.
131. Every penny counts, even the charges make a difference. We already have keys to the house with our children. Please excuse the writing, I have arthritis in my hands and fingers.
132. might not be able to pay im 86 and my wife is a registered carer. we need the reassurance of an alarm lifeline when she is out in order for me to be cared for at home
133. I am in receipt of a state pension and pension credit. I do not think it is fair to charge someone with very limited income for this kind of service.
134. i do ned the service which is excellent but as i have explained above i will have to monitor my finance and see where it takes me
135. may have to cancel payments if we cannot make it work. will then be reliant on 999/111 if falls or problems, iam registered partially sighted
136. I can understand a small charge but not £16 per month - are you on another planet?
137. Would cope with the £5.50 per week but I am 82 yrs old and would expect to not have to pay at this age. Never had to seriously use it in past 2yrs so would have cost £400 so far it £400 for peace of mind for 2yrs
138. may have to reduce some care help in the house

139. Until is is "Operational" difficult to give an opinion until it is tested. In conjunction with "999" should be O.K. Cost is not really relevant
140. As I have noted my pension will not stretch to that cost, as I have only use the service on 2 ocasions to lose it will make me feel unsafe
141. I will be worried about having to pay for it.
142. My pension would be reduced by the appropriate charge.
143. yes, if i can afford it
144. possibly the last straw with this council
145. it will be a extra cost added
146. If i loose the service i will be alone may be dead months before they find me after the smell.
147. My husband gets highest rate attendance allowance (appreciate this very much). From that we pay £30 every two months for having his toenails cut, £15 every two to three months for hair cut, pay for eye tests, pay for carers now three times a week. So that leaves nothing of attendance allowance for me caring for him and I am his sole carer. My husband not only has XXX (medical condition redacted), he also has XXX (medical condition redacted) and has been confined to bed for the last ten months. I depend on this service for having to go out. If we came under Blackpool, this service would be free. Could have XXX feet done for £17 per month and mine for additional £12. I am XXX (medical condition redacted). Also could attend meetings in Blackpool - only 10 minute ride away, whereas getting into Preston would take an hour and a half each way. But do appreciate care received from Lancashire County Council.
148. Obviously my pension will not go as far!
149. Just another charge when everything going too expensive. Old people have to suffer a charge for everything. Work all your life and then told a charge for getting old.
150. obviously i will be worse off
151. it will mean we may only recieve a less comphernsive service
152. see above
153. Will cause hardship.
154. with being on pension, there is cost of living - every penny counts
155. more bills to pay
156. I wont be able to afford it im only basic state pension (old) plus my PIP and we still have a mortgage to pay, my wife is also on basic PIP and the cost of living is not getting cheaper. There is not enough people who can hold keys as my family is not available 24/7 365 days a week as they all have their own health problems, so could not guarantee that they would be available, if my wife is not here. One of my neighbours already has a key but that is for emergencies only as they are not around 24/7 365 days a year. Thats why i wanted the key safe and lifeline. I have lots of health problems if i were to fall my wife could not pick me up.
157. With all bills going up - it will be an added expense I don't receive any benefits Could it be a monthly/rather than weekly charge?
158. Would cope with the £5.50 per week but I am 82 years old and would expect not to have to pay at this age. Never had to seriously use it in past two

years so would have cost £400 or so far. It's £400 for peace of mind over two years.

159. we have lost the treble lock from our pension, cost of living is going up, how are we going to pay for our heating. I dont know. What you are proposing is wrong, may i also point out that there are people who have recieved these letters who will not reply because they will forget too until they day they need it, then they will press that button and get no answer. my answer is no no no! you will have some deaths on your hands
160. i dont mind paying for the occasions we might contact you but paying a yearly sum more cost effective. i would like to contribute to the service but needs to be cost effective
161. Until it is "operational" difficult to give an opinion until it is tested. In conjunction with "999" should be ok. Cost is not really relevant.
162. It will affect her hard! It may seem like a small charge to you, but to her its a lot!
163. As I have noted my pension will not stretch to that cost, as I have only used the service on two occasions. To lose it will make me feel unsafe.
164. I will be worried about having to pay for it.
165. With all bills going up it will be an added expense. I don't receive any benefits. Could it be a monthly rather than weekly charge?
166. It will make a difference to my weekly bills.
167. Yet another worry. Immensely it will leave me vulnerable and without support in an event. I will be at risk living rurally people are not available urban settings.
168. As above but i do need my life line and sensors and alarms etc as i ma 94 and not very mobile and deaf so can't hear phone or fire alarms but i think its a big charge when get all free now. People who cannot afford to pay will be at risk of life. I have lifeline button, fall bracelet, flashing fire alarms and vibrating fire alarm under pillow on bed and carbon monoxide alarm which has gone off recently and a man came in my home whilst in bed as could of been unconscious and he found problem without this service it could of been fatal as i cannot hear alarm and cannot see flash if i'm in bed.
169. i already pay for my carers. im only on Universal Credit. why do people with cancer have to pay
170. Due to the current financial climate the costs maybe too much.
171. same as above my mum now states she doesnt want it, and doesnt wear the watch anyway - she has dementia
172. During these hard times would leave me with less money to cope with day to day expenses. I do no get any extra money from the government each week other than state pension.
173. Badly - everything is costing more takes me all my time and budget nevermind the ?moving cost coming! Can not claim anything except a first tv license - now this.
174. Im hard up enough the cost of living is getting out of reach and heating also.
175. I am 95 year old lady who is on a state pension and have top up with pension credits. These charges would take a large chunk of my pension money giving me less to pay bills and live on.

176. With the increase of fuel, increase of food costs, at the moment that is about a 25% , and general cost of living increase. the idea of putting a charge on the telecare facility couldn't have come at a worse time. I understand that the authorities' costs are going up, and I acknowledge that you tell me you are the only ones in the north who don't charge, but fancy passing the charge on to people who have the least chance of increasing their finances by a minimum of 17.33 a month but, more likely, 23.83 per month.
177. Significantly as I don't get the full pension & only small private pension so I'm going to be stretched to the limit with everything else rising
178. gas and electric prices and shopping has all gone up. im already struggling to make ends meet and the extra £16 will push me over the edge
179. I'll need to make savings elsewhere.
180. I would Struggle to pay the cost ?

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

- The following provides comments from those users who state they are **very unlikely or unlikely** to continue using telecare when charges are introduced.
 1. Free telecare means that people manage without care support for longer, stopping free telecare feels very short sighted
 2. It will mean my dad will be without services again
 3. £36 approx monthly out weights the cost of living crisis we are currently undergoing as a nation this would be an expense I would not be able to afford. I would need to discontinue with this service.
 4. Wouldn't be able to afford the charge
 5. Will no longer use telecare. This will make life a lot riskier. Particularly due to getting a lot more frail over the last two years.
 6. It will make telecare non viable. I am deeply concerned that charging for this service discriminates against adults with disabilities who require reasonable adjustments to live independantly and stay safe at home, and that inevitably those who cannot afford the service will instead lose their independance, require carers or supported/residential accommodation at substantially greater cost. I see from this questionnaire it is assumed only older people use telecare? Have you done an impact assessment on how this will affect young disabled adults? Have the safeguarding team been involved? For all users of any age that cannot afford to pay, what will be the wider cost of the inevitable increase in ambulance calls?
 7. you can remove it
 8. I am 82 and can not afford it
 9. We don't need the service so the question doesn't arise.
 10. Greatly I will no longer be able to use the service
 11. A cost on the service would reduce my standard of living and I feel that the disabled are being targeted
 12. I will quit using it
 13. We would have to stop using the service which would put the pressure back on my young children each time I have a seizure.
 14. If I was to proceed with telecare (which I will NOT be doing) It would be a case of do I pay my rent this month or telecare.
 15. With only one wage coming into the house, I would not be able to pay for this service, so would have to have the equipment
 16. Cant afford it
 17. I will lose my only security. As a reclusive disabled person with no living family and no local friends. you have taken a vital part of my very small support network
 18. Will have to give it up as cannot afford it
 19. Reduced spendable budget. £286 per year for what we currently have is too much.
 20. I will not have the security of knowing someone is at the other end of the telephone if I need help.
 21. Can' afford to carry on
 22. It will adversely affect me under the current circumstances. Having just had my Care in the community hours cut because the Care provider are short staffed and are struggling to recruit new staff members, I would be left MORE vulnerable from 11am - 10:30am the next day, (as I do not see anybody between those times). Currently, the Telecare system is the only mechanism in place that gives me peace of mind that somebody will quickly be in attendance if something un-towards should happen. Being house bound, and having no friends or family that I can rely upon, the

introduction of charges has effectively priced me out of the service, and left me in a position of greater vulnerability. I'm now greatly worried about what my future will be like!

23. Mum has a limited budget so is unlikely to continue using it.
24. I cannot afford to pay for this service as explained in my previous comments so it will have to be removed from my house.
25. Don't earn money
26. Cost is too much for pensioners already struggling, cheapest option will be sourced and it is not progress housing. Its Disgusting that those vulnerable people are again being targeted and made more vulnerable
27. I cannot afford to pay for the service and will have to have uninstalled which will put me at risk
28. It would be an added concern to our finances. Staying warm in a cold dwelling will be a priority for a disabled pensioner who doesn't move around much.
29. It could cost me my life as I can't afford to pay £164 per Yr for the lowest one.
30. Unlikely to make a difference as do not use the system
31. With all the recent highly increased cost of living, the cost will be unaffordable to someone on a state pension. Without the lifeline service, my mother will need to go into a care home and as she has no property or savings, this cost will have to be borne by the local authority. This will cost considerably more than the continuation of the free lifeline service. I have no doubt that many vulnerable people will be in the same situation and that this proposal will prove to be a false economy.
32. Like the previous answer it's 400 or 300 or 200' pound a year so again no I won't be paying any amount LCC can have the equipment back and if I fall down stairs or in the shower I'd have to take pot luck and wait for my wife to come back if she's out .
33. It's a shame as many people in the same position as myself and also rely on extra support to help. As I suffer with Blackouts this pendant makes me feel safe that I can receive help urgently, but now won't be able to afford this care I feel scared and upset about support for me and others to feel safe in the home ❤️
34. We can't afford to pay so we won't have it and when my wife goes for cancer treatment and appointments I will be left without a lifeline
35. not sure but will not improve the cover
36. It would be an extra expense when we can't afford it.
37. I will no longer be able to use the telecare service, I am struggling financially as it is due to the increased cost of living and cannot afford to pay extra for this service. I will lose my peace of mind and think it's disgraceful introducing charges to disabled people when the financial climate is as bad as it is and is going to get worse with energy prices due to increase in energy costs again in October
38. I will not be able to afford the service and if I fall no one would know and I could be left on the floor to die
39. Financially effect me, I may suffer a serious health complications
40. I may fall and no one find me until I die
41. I feel it could have adverse effects
42. It will no longer be accessible
43. we are both in our eighties and cant afford this service'
44. Sadly I won't be able to continue with the service!
45. As explained in last question the timing is so wrong. Bill are rising so fast especially energy bill which have doubled
46. It's another cost on top of rising gas and electric prices plus petrol, I am not willing to pay this charge
47. Financially unaffordable - this essential service could potentially save my life, due to the nature of my illness. This makes me feel very anxious, scared and vulnerable without it.

48. I will no longer use the telecare services
49. Would terminate my current Co tract due to financial reasons
50. It gives me the choice of either food and heating or telecare service. Money is so tight, everything is going up but NOT our income. We won't be the only ones who can not afford it. When you are on the floor and can not move you can not go and get the phone.
51. My Mother cannot afford it as you know as you provide the care she currently receives to live at home
52. I won't use it x it's a lifeline to me because I'm always falling and I think charging for this service will affect me not having it
53. i really dont know how i will manage without it.
54. I wouldn't be able to afford it, I have XXX (medical condition redacted) and am paying for the injections to make sure I have regular injections which I wouldn't get on the National Health, I'm Terrified of going blind and doing everything possible to save my sight. The lifeline services made me feel save and secure in my home, I have had so many tumbles and ended up on the floor, option one at £4 per week would be over £200 a year, I just haven't got £200 spare per year, I need this service even more now I have this sight problem, plus my balance problems. I'm so worried and stressed, I'll be 84 in a few weeks, please, please don't charge so much, the increase in heating, plus the increasing cost of food is very worrying.
55. With everything else going up in price this winter I will have to send it back
56. I would do without it and if I became unwell or I fell no one would know . It isnot a good idea to do this charge as the hospitals cannot cope as it is
57. It won't because I shan't be using it.
58. it won't
59. having to pay for this service has made us decide to have it removed.
60. Not applicable
61. More expenditure when already on a tight budget
62. As pensioners and with me being disabled we are already struggling to manage so we cannot afford this service.
63. I won't be able to afford it
64. Will affect my personal health security. I will have to find alternative methods in case of accidents.
65. It will affect my ability to use the service making it a real risk for my health and safety. It will affect my confidence to be left alone and my family will not have the same confidence in leaving me alone or security in knowing if anything were to happen I could get help quickly
66. Depends how difficult the process is to cancel it
67. cannot afford it no extra cash available .
68. I will be more vaunerable as I will not be able to afford it.
69. May not be able to pay
70. unaffordable- especially as i am unable to work due to deteriorating physical and mental health and poor eyesight which is under investigation for cornea related disease
71. I live on my own and have no family for surpport, I had lost all confidence until this was installed in my home knowing that if I was to fall again I would receive help and not be on my own like before it was frightening and I felt very vulnerable
72. It will mean that I will feel vulnerable during the day and night, will as housebound need to rely on my unpaid carer and neighbours for support and feel like I am a burden or a cash cow for lancadhire Council, its bad enough dealing with day to day minor problems but when a lifeline is removed its tantamount to corporate murder.
73. n/a
74. I am looking to have it removed

75. Cannot afford it, therefore we will be without an alarm which is a little bit worrying, but there is no way we can afford the weekly cost
76. can not afford it
77. I do not live close by to my Dad and as mentioned on previous question, and sadly he is going to be increasingly at risk of falls or accidents as he lives alone. This has been a brilliant service and I would like to continue with it as it gives me peace of mind that there is someone there in an emergency.
78. I will disconnect my services.
79. i dont need this service ty
80. Just explained this on the previous question. It will mean cutting down on another service.
81. As the minimum charge is £208 a year and my mobile phone will do the same, not using the service is an easy way to save money in these difficult times.
82. cannot make any payment as the cost would have a direct effect on eating and or being cold left with that option - remove and cancel telecare service
83. It will make me more vulnerable as a disabled person at home alone than I already am. I'm desperately worried about this. I haven't enough money to pay for it. No-one will know if I have a fall as I don't carry my phone with me everywhere. The impact of not receiving timely help will impact on my recovery, as we know not to delay emergency treatment. I will feel really worried being on my own, as I have handrails and all the great equipment from LCC, but that can't eliminate fall risk entirely.
84. Hugely. I rely on it. I fall frequently and this is genuinely a lifeline. It will affect me as an older, disabled, non married person who lives alone. It feels discriminatory because of that, and the fact that people with the same characteristics who are wealthier will still be able to afford it. How is that leveling up?
85. I won't feel as safe in my own home. Not as likely to be independent because of the fall risk. Scared.
86. It will take away my opportunity to have an emergency response when I fall. I do fall. I do use the service. If I was better off, I'd still be safe. That doesn't seem fair. I understand that council budgets have been decimated, and all services have to be reviewed. I assume this service isn't statutory, which is why it will be pulled, but surely there was a way to find it differently? Maybe from personal budgets from social care? Has there been an impact assessment made? How will this change affect people with protected characteristics? I imagine that it will affect not just those with disabilities but also those who are elderly more than younger people overall, by some margin. How do I make a freedom of Information request to find out?
87. There will be no lifeline if I fall or become ill
88. Cost not exceptable
89. I know that my social care needs will go up. I will need daily care 2 times a day rather than once a day, to make sure I'm safe and not on the floor from a fall. The need for the service is only occasional, but when it's needed, it's really needed. Literally a life saver. As my care is means tested, I can only draw on that side of my care to increase and fill the supervision need. I don't want to have to rely on high levels of a carer, when I can supplement a lower level of care with my buzzer to the service only when needed. It all seems so disjointed and I worry what will be taken away from me next. I would totally support a means tested approach, but it doesn't seem fair to charge everyone the same, irrespective of means.
90. Telecare has helped me very much particularly when I fall down. (Filled in my SB with SU on phone - SU is very scared about how she will manage without Progress Lifeline because of her age (80s) and health - she has fallen and been taken to hospital several times. Progress Lifeline knows about this incidences and has helped a lot "saved my life")

91. It will mean no more telecare. I'm older and disabled, with low income. If any of those things were different, I would be at much less risk and not need the service, or be able to afford it. How is this fair? My disability benefits won't go up to enable me to pay this extra cost. It's a massive cost when I only need it occasionally. But, when I do need it, it could even save my life.
92. It's really hard to tell longer term but huge impact in short term. I'll be scared being home alone without the back up of a service I use only occasionally but matters so much when I do. I worried that I'll end up moving around my home less and spending more time in bed when they'd no one in my house. I know that will make me less active, which is a bad thing, but the alternative is to risk a fall with no one there, which will be worse.
93. It will have price implications with the difficulties of inflation. My mother is 87 years old. I am 62.
94. affecting the service provided very unhumanity especially for the people who have worked and contributed for years
95. We won't be able to afford this do to cost of living and fuel costs electric and gas prices going through the roof.
96. You may cancel this service at any time.
97. It would be hard to meet the costs if I did continue with the rising cost of living
98. i am a disabled pensioner and may struggle to afford these charges. my condition means i could fall at any time not if i fall but when. i find it all very distressing.
99. it will be an added expense, i dont need any more bills to pay.
100. With everything going up at the moment, I cannot afford it. Telecare was provided to me through my social worker after a number of falls for free. I worry how I will cope without it.
101. Although I often fall / stumble I have not had to request assistance to-date. However, the service provides myself and my family with a peace of mind if I am left home alone. If the charges are introduced we would not be able to afford to pay the fee. This would have a detrimental affect on myself and my family. They would not have the same peace-of-mind and would not have the confidence to leave me, even for short periods. This would have a knock-on effect to my wife's well being. Being a full time carer is very stressful and my wife needs some away time, but she would not get this if we did not have the Telecare System, because she would not have the confidence to leave me. Although I have not needed assistance for a fall, I find the service vital, as during a recent powercut Telecare contacted my primary and secondary carers to inform them that they could not get hold of me whilst the alarm was going off. This enabled my carers to be made aware of the situation and check that I was okay. This provided reassurance that if I was to fall away from a phone that I couldn't reach, the necessary contact would be made to my carers immediately. We are so grateful for the service / care provided to date. However, we feel that a charge to the service, which is a necessity to the most vulnerable, will only make those who already find themselves feeling excluded from large parts of society, feel insecure in their own homes. This is because it feels as if we are being charged for being less able than people who can care for themselves. Ultimately, I feel that this would lead to a fall in mental health as well as people being forced to choose between personal welfare and financial security.
102. I will be at risk if I have a fall.
103. It will make me poorer. I am on full Attendance Allowance, that's why I get it free at present.
104. Cannot afford it. It did make me feel secure if i had it as a back-up. My thoughts are, what is the cost of the service, is very little compared to hospital and ambulance services - if someone is left for days on the floor after a fall. It is up to

local services to be looking after its pensioners, as we have contributed to our services for many years.

105. Not enough pension
106. Considerably. This is an added financial burden to the already dramatic increase in the cost of living. Pension already stretched.
107. It will give more worry to every day life and safety
108. big impact. It worries me, £16 a month is a lot out of my pension. I have had to cut down on my food, gas and electric. No i cant afford £16 - too much. I have had a TIA and Brain haemorrhages
109. I won't be able to have it currently provides which puts me at risk in my home due to my mobility I wobble a lot and have had falls in the house luckily when my carer has been with me to help but if I fall when she's not here and I don't have the telecon assistance I'll be put at risk
110. I will not be continuing to use it
111. We could not afford it. Especially in the current climate of rising energy bills and food costs.
112. Appliances will need to be collected, or will send appliances back. will not pay fee.
113. I will have to manage without it. Iam terminally ill and on a fixed income.
114. I cannot afford more unknown expenses any more. This is a great idea if you can afford it at £22 a month oh to get old! The £22 a month will go towards my energy bill
115. yes it is unaffordable with the increasing rate of inflation
116. If i fall no-one can get in if i dont have my phone with me
117. not sure we can afford another charge on top of the rises in the cost of living esp the energy rises in gas and electric
118. will have to stop using the service
119. It will take another worryingly large chunk out of my income. Iam on pension credit so keeping up with food prices and household bills is a challenge already
120. as above
121. see above - only just manage - dont get any benefits
122. I am surprised and very disappointed to hear that you are planning to charge minimum £4 per week, I am not against a charge but the amount suggested I think excessive.
123. It will mean I will most likely give up the service due to the cost
124. At the moment as I have my son staying at home with me it should be ok but if he wanted to go out to work it may hamper him
125. It will mean we can no longer have the service which will put my husband at risk when he's on his own. It gives us peace of mind at the moment. I probably won't leave the house very often as I'll be too nervous to leave him alone. He would feel vulnerable too. I don't think it will be great for his mental health and I'm not sure it will be great for mine either, my anxiety levels are already through the roof, I worry about him enough even knowing we do have telecare. I'm so disappointed at this change, there will be so many people in the same situation as us, not to mention all the old and/or disabled people who live alone who won't be able to afford it.
126. I will no longer have the confidence around the home i currently have
127. I cannot afford to pay for the service so if I fall
128. I wouldn't pay
129. won't be able to afford it
 - a. It would be financially unsustainable. 2) Without such a service, it would significantly increase a sense of vulnerability.

130. Because of not being able to afford it, it would have massive consequences on my ability to live at home. If I were to fall, I would have to lie there until the next time my carers came and I don't have them every day!!
131. I am in receipt of Pension Credit Guarantee, and would be financially burdened by a charge.
132. I will discontinue use
133. I will be isolated, vulnerable and at higher risk of not being found if I fall or have an injury.
134. Low income and rising cost of living makes it unaffordable for me.
135. I would be forced to cancel if there was a charge, as I cannot justify this expense.
136. This service is a potential life saver and it may result in my wife having to consider giving up work to ensure my safety.
137. It won't because I will not be able to have one
138. I will be without this service.
139. Can't afford to pay as everything else is going up too !!!
140. Cancel due to cost
141. I won't be paying for it
142. It will be the difference between me being able to pay my energy bills or eat properly for the considerable future. I'm completely immobile and housebound and rely on this service for my health and safety. When I have been unwell, being able to speak to the Telecare operatives has been a life saver. When I've fallen out of bed, having someone able to enter my home to help me has been invaluable. If I can't continue with this service I could end up being on my bedroom floor throughout the night until one of my carers arrive any time between 9am and 11am the following morning, from 8pm the night before. I'm extremely vulnerable and the stress of not knowing what the future holds for me without this service, and cost of living worries, is affecting me greatly.
143. We will find it hard to pay .
144. Due to the increase in the cost of living and the fact that I am a university student and my mum is a single parent it would put an extra amount of pressure and stress on me and my family
145. I will have less money
146. Yes. I do not wish to have any further expense added to my current financial responsibilities.
147. We will manage without it
148. It will mean I'll have to return the equipment
149. reduce our weekly income
150. As shown in previous question.
151. Probably won't use it
152. Charges are not an issue
153. I will cancel if I have to pay as I don't need it now. However, if I did need it, it would cause me financial hardship in these current times and a lot of worry. I think the proposed charges are too expensive. Most people who need the service will be vulnerable and may only have their pension to live on. Perhaps the charge could be monthly rather than weekly. That may be more affordable for people. I think the knock on effect if the new charge is implemented will be more hospital admissions and, sadly, possibly even deaths. If someone falls and has had to cancel the service due to not being able to afford it, they may be on the floor for an awful long time before being discovered. Please rethink your proposed changes.
154. will take my confidence of living alone away
155. Since it was installed, three years ago, it has been activated only once and this was accidentally, the dog set it off while we were out. Although we manage

financially on our pensions, any additional expenditure that can be avoided, is welcome. I would be quite happy to pay just for time when I am away. I would treat it as part of a necessary expense of going away from home.

156. I will have to cancel & hope I dont have to wait too long for an ambulance
157. We will stop the service.
158. dont know
159. i would not be able to afford it.
160. I will be left vulnerable
161. I will terminate the service when payment is demanded. Just cannot afford it from my old age pension. Payment from the elderly and infirm expected for everything. At 84 years of age I have to accept my lot towards the end of my life. Life is a battle and I am totally disheartened and weary by the demands and expectations made. My family live in XXX (locations redacted).
162. I will feel less safe but we cannot afford the fees.
163. Upon introduction of a charge for telecare I will request that the system is disconnected and rely on the adequate care provided by my carer.
164. I will have no safeguarding in place.
165. Health
166. will not be able to afford it
167. It will affect me tremendously I just won't be able to afford it due to the increase in energy prices and the cost of living
168. I won't be able to carry on with telecare because I won't be able to afford it. With my health it's a important service, but if we can't afford it, we can't afford it.
169. I would have to cancel my telecare service as i could not afford the £22.00 a month it would cost me
170. Can't afford it
171. I was very grateful to have this offered to me ,as you just have that reassurance of getting help quicker should needs be
172. See above - get rid of overpaid staff. We have a chief of police, a deputy, 4 assistant CCS's, why a commissioner? highest cost on council tax I worked for LCC for 20 years i have seen the wastage
173. well obviously it will affect the general cost of living
174. I will just be vulnerable to falls and no help available. Esp for those who live alone in my age group
175. the NHS is supposed to be free
176. greatly
177. Cant afford to pay for anything else. I have already cut down on my food and other things I only get ESA and cant go out because of short term memory loss
178. it will affect my income as im sure it will affect others
179. i cant afford it
180. Cannot afford it will be removed from this property
181. cannot afford it
182. no extra disposable funds
183. If this goes ahead I will have no support if anything goes wrong- There will be no back if I can't get hold of my mum. This service is for people who are elderly, Disabled and vulnerable people to help them to communicate with people if they are in trouble and this support is vital to a lot of people who some are on benefits and low incomes. Asking us to pay for this service is inconsiderate and thoughtless. If this goes ahead I will be redrawing from this service as this is a life line to many people including myself.
184. i wont be able to use
185. too expensive
186. £28 a month will be a big dent in my disposable income

187. At the age of 91 i feel i deserve to have a service free from the council. I have worked all my life from age 14 completed national service, and paid tax till i was 72
188. not at all
189. im really sorry to have to cancel it as it gave me freedom and confidence. I simply cant afford to pay for it
190. i wont be able to afford it as i live on my own
191. I would have to cancel, but I don't want to. I cannot afford £4 per week. I would be interested in apps that can monitor falls outside of my flat.
192. you will need to take it out try adding the cost of living increases to your charges - cost of living going up, money coming up isnt what about means testing?
193. i wont feel comfortable being on my own for short periods of time.
194. it will leave me feeling vulnerable and unsafe
195. One more thing we cannot make use of Our pensions are very small but we remain slightly above level of govt benefits, therefore have to make strict budget choices
196. it would have to be discontinued and removed
197. will not be able to pay
198. cost my mum money we werent expecting her to pay
199. iam not paying a charge
200. paying bills is priority number 1 carer sorts out any problems i may have
201. We worked for our pension and we paid our national insurance. I started work at 15 and i have paid my bit of pension as far as im concerned this govt has ruined the country sending money abroad to countries that dont need it. England is a laughing stock, them stupid lot running this country are just giving this country away. No time for any of them
202. It has made me cancel this service. Having to pay charges for rates/services/policing. This was a peace of mind service but charging will now make me cancel
203. Its a service that I have been given and never used so I will not be paying for it, For those who do use/need the service i think charging them would be counter productive.
204. I will no longer require the service
205. I wont be safe, i will be more vulnerable
206. I will be frightened if i fall and nobody will know as im 88 years old and if i cant afford the lifeline im vulnerable. the lifeline makes me feel safe
207. Obviously once telecare is removed i will feel less safe in my home so i will have to rely on others. Luckily we still have emergency services so i will have to depend on the nhs iam extremely saddened at the loss of telecare but there is no way i can afford 22 per month
208. I want to be able to afford the service but cant see how
209. If charged for the service i will cancel it
210. struggle to pay for it on top of paying for care for alzheimers.
211. It will mean I cannot use the service anymore which will leave me vulnerable and anxious when I do not have my care staff in
212. AS I AM UNLIKELY TO CONTINUE WITH TELECARE AS IT WILL HAVE AN INPACT ON MY DAILY LIVING NOT HAVING THE TELECARE WILL PUT ME AT AN INCREASED RISK
213. a lot, im a pensioner, therefore an extra expense i dont want
214. unneccessary expenditure on my pension
215. Financially due to the current cost of living, gas and electricity prices rising.
216. if we were to continue we would have to choose between basic and no service

217. It would not effect my dad, but we can see that the payment would effect people on low incomes
218. wont pay
219. it will effect me as im unable to pay the costs
220. possible loss of a safety system the response is always prompt and reassuring
221. See previous answer
222. it will make me poorer. Iam anti-charging for the disabled and vulnerable old people, which iam now, as i live alone. cannot rely on neighbours as most of them are old also If i dont have a key safe and something happens to me, and i cant get help, i will blame you or whoever is responsible for discontinuing my key safe
223. not at all
224. I will have to stop using the service and rely on being found by carers or my family to find me when I fall
225. massively. I will no longer be able to access the support that he requires and it will make myself be less independent too as I will be worried to leave him in the house alone.
226. Won't be able to afford it
227. Makes telecare unaffordable
228. i will just have to do with my house phone
229. It will leave me short of money
230. i cant afford it
231. will not pay
232. i will make other arrangements
233. mum would have to give up the service due to cost, she relies on this service and has fallen in the past
234. for a person on benefits its too expensive amendment added at bottom - customer passed away XXX
235. FINANCIALLY
236. 'AgeWell' is a very ironic term to use when you are thinking of cutting a service which may then lead to the opposite happening. I believe that cutting this service could lead to members of the elderly and disabled community having to choose between safety, heating their home, or eating. This could result in undetected illness, falls or even death. Please leave us alone and look for your savings at the top rather than the bottom for a change. I myself would have a serious decision to make as it would come down to choosing between the above options. I am already, due to being wheelchair bound, wrapping myself in blankets and extra jumpers in the evenings when it gets cooler rather than turning my heating on (something I would have done before).
237. Won't be able to subscribe
238. Financially, and not for the better..
239. Please see previous comment.
240. It is a safety net, my mum has never pressed the lifeline yet, so i dont think it would be value for money
241. ?Means I will have to take my wife with me all the time
242. it means i will no longer have the service i got for free following a hospital stay
243. it would be a waste of money
244. if i fall or have a fit, i shall have to lay until someone finds me and calls 999
245. i couldnt afford the charge
246. unable to say what will happen in future
247. will not be able to pay
248. pensioner
249. the service will be unuseable for the reasons above (cost)

250. I will not require this facility, will use mobile phone
251. Cost of living is already at an all time high, energy bills are high and simply just can't afford it. Food prices are higher too. Shame to have to make pensioners pay for this service and I will miss it.
252. make me less likely to use service
253. my wife is bed bound and suffers from heart failure and arthurites. This is a lifeline and very necessary but we have to balance this against food and bills
254. prove very expensive
255. people cannot afford extra expenses
256. it wont because i will be handing the service and equipment back
257. will not have this
258. already have to be careful with cost of living, costs have gone up so fast, will have to make choices
259. I will struggle and will no longer feel safe
260. no lifeline are too expensive. penalising those who can least afford it whats next the workhouse!?
261. cant afford it
262. see above
263. Very hard
264. dont want the alarm anymore
265. Everything is going up and some things will have to go. As usual things are taken off the poor not the rich.
266. Don't know yet
267. it will reduce the amount of money to spend on food
268. thank you for putting another nail in my coffin. it was a lifeline i have worked all my life for some comfort and care in my old age. start weeding out all the leeches that have never put a penny into the system but get all the benefits!!! May i RIP
269. we would not have joined initially if we had known it was not a 'free' service
270. Accidents take place & deaths occure will any councillor accept the blame!
271. not at all, dont want to use
272. Don't feel as safe without it, I will have to ring 999
273. We will have unit(s) removed
274. cant afford any extra cost so will not take up service. which will make me vulnerable if i have an emergency
275. we will be at further risk of course. In the last 6 months my husband has accidently caused a kitchen fire twice. Financially we are unable to pay these charges. I hope the people who propose these changes can sleep at night!.....and i doubt you will even read this
276. will not effect at moment
277. see above
278. will carry on as before telecare, but less peace of mind for family
279. Financial Hardship & I will have to ring 999 if I have a fall
280. Won't be able to afford food or other essentials, please take it out as my husband is in a nursing home (dementia)
281. Cannot afford it. Already have to make a contribution for my care, pay for a TV licence. I've worked hard all my life +save up, not worth it when other people who haven't saved or contributed to this country or the system get it for free.
282. see above
283. A Bit
284. Will have to do without it
285. it wont as i will cancel it
286. take away confidence in being able to move around my home because of fear of falling again

287. i will be even worse off than i am now
288. cant continue
289. I could afford it, but don;t see the point anymore of the service for me, but am very grateful for the use over the past years. Thank you so much. I have carers every day too.
290. I could not afford it and would be at risk if I had a fall.
291. it wont, im not paying £16 a month
292. Will not be able to afford! It will take away the peace of mind that we have at the moment. Very, very sad to see it go!
293. it will effect me a lot, but i just dont have the money to pay for it, and dont have a phone line anymore due to cost
294. poverty if i knew who to contact it would of gone back by now - can you tell them for me? thanks
295. I cannot afford another £36 a month out of my budget
296. Does this also mean the Fire/Smoke @ gas C/O alarms of monitors?
297. We will be ok, we can 999 if we need to thank you!
298. no major effect as not used it please can you cancel this service
299. it will affect us financially
300. i cannot afford it
301. the government, shops and all other services are trying to screw people out of every penny we have. now you?
302. i wont have the backup i need and have relied upon
303. i would not be able to afford it and would have to cancel it im prone to falls and accidents, pendent was ideal for me, but will have to do without
304. it will not effect me as we help each other
305. how rich do you think iam? i have had a stroke, unsteady on my feet and no in the head. but i will somehow manage not had a lot of help from the Dr's so didnt expect it from the council
306. It would mean having to find funds to pay for it in a climate where cost of living is rising at an excessive rate and would, therefore, be problematic
307. I live alone and with no family members living close by. I am very scared and nervous about falling and being alone. I have XXX (medical conditions redacted). I also have a condition on my bladder which causes me lots of problems leading to hospital admissions. I have had great comfort from just knowing this service is there should I need it. I am really sad to think I will have to give it up.
308. cost of living is increasing and i cannot afford this. it is a shame because in the future i will need to depend on ambulances and the nhs
309. financially so expensive - and the above could happen again - im sorry its not for me
310. i dont have one
311. we only found out this morning that a 4 pint of milk has gone up 40p in 3 weeks, mincemeat from £2.95 to £3.85. Vegetables have rocketed, shall i go on? we are pensioners, when is someone going to CARE ABOUT US
312. it will cause a lot of anxiety as we will be unable to afford the cost. having telecare provides a sense of security for myself and family
313. as being a pensioner living off pension credit, would not be able to afford the level 2 care i would need. esp with increasing cost of living etc. how about lowering the cost to: option 1 - £1.50 a week Option 2 - 3.50 a week option 3 - £5 a week that would be more reasonable
314. with the cost of living increasing i cant spend upto £500 a year on a service i dont use. your questionnaire leaves a lot to be desired it looks like you have already made up your mind
315. To expensive

316. it would effect me a lot as i have problems with my back and neck. im awaiting an operation and am really needing my intercom. i also struggle with my balance and am unsteady on my feet and use a walking stick
317. it will affect my budget for month. already paying back dept out of my pension
318. not required
319. can we afford the extra expense? a serious consideration! probably wont have to be a priority, not sure
320. it will mean i have to return the service and run the risk of being unable to call for help
321. N/A
322. hope my limited health will continue, so i can care for my wife i have tried to contact the council over the last few months on numerous occasions, but just keep getting put on hold for a long time
323. telecare gives peace of mind if have to nip out for some reason as carer for denise im far from well myself. but im not prepared to pay for it for reasons mentioned above. surely not much to ask for support for telecare to remain free
324. with cost of living going up, its another thing to pay for
325. very bad, we cannot afford to keep it, we cannot afford to feed ourselves at the moment
326. we will not be using it
327. will be unable to afford it putting more stress on family members
328. I can not afford it therefore I will have to return the goods and cancel the service.
329. I don't feel able to afford to pay for this service. I don't want to pay for this service. Thank you
330. It's going to be difficult to cover current bills with one wage when only PIP and carers allowance is left to cover food, clothing and food spending.
331. Would not be able to afford and would adversely affect my safety
332. This letter is of grave concern as my friend is currently receiving state sick pay only and will not be able to afford this service once it becomes charged. As my friend is prone to falls, blackout, and dizziness and I work fulltime I am unsure how she is going to safely managed day to day with no system of getting help.
333. We would be unlikely to continue as presently there would be no benefits.
334. It will affect my dad greatly as he won't have that security that he can phone to speak to someone when he's in pain and needs to hear a voice to put my dad at ease until a family member arrives I understand that everybody needs to jump on the bandwagon of charging for equipment used by telecare but to add a charge now while cost of living is so high and plp can't afford it it's alittle insensitive
335. Put me at risk in an emergency
336. will lose telecare
337. I will never be able to leave my husband alone again, in the knowledge and assurance that he will be safe.
338. na
339. if the rise in energy costs was not bad enough, now this on top of everything else however it wil unlikely affect me given i dont intend to continue with the service
340. the cost is a lot at present and i do not it reflects the vlaue of the service
341. life is hard and expensive, i spend a lot of time at home, and spend any spare money to go out with my carer, so charges will not help me
342. have no family local, residents are elderly, would have to rely on carers who call daily. i would be totally isolated
343. I would cancel the service.
344. There won't be a telecare service. (for free.)

345. As a family we already support my dad with visits morning afternoon teatime and evening your Careline was just and added safety for during the night. It will affect my dad greatly as he won't have that security that he can phone to speak to someone when he's in pain and needs to hear a voice to put my dad at ease until a family member arrives. I understand that everybody needs to jump on the bandwagon of charging for equipment used by telecare but to add a charge now while cost of living is so high and plp can't afford it it's a little insensitive
346. with mobile phone availability i think we can alert help reasonably well
347. i think it is shameful to make any charges especially when bills have already gone up
348. my parents are both vulnerable, I live close but if my my mum falls I cannot always help her up as she is weak and needs assistance with the fall machine, they cannot afford to pay for this valuable service on top of increasing fuel bills, increase in diesel to get my mum to her oncology appointments, it is just too much money each week to replace the service they need. If my mum falls the only option would be to call for an ambulance which in most cases is totally unnecessary and daring an already stretched service.
349. will not feel secure
350. It will mean I have to cancel my service.
351. as above, i have tried several times to contact you but havent been succesful
352. being pensioners we cant afford it
353. what has happened to social care? this is not even a consultation, you have already decided!
354. very much so as i know i wouldnt be able to afford it
355. the charges are high i live on my own, there is no one who can help. just adds to my stress and worry
356. because i did not ask for the units and havent used it, i really dont want to pay for something i dont use
357. As an OAP the cost is going to be too expensive for me i had a 25p rise in my pension when i turned 80 we have no family in lancashire to depend on My OT assessment said i needed the lifeline service, but i cant afford to pay for it
358. your charges will be higher than other services
359. probably stop using the service
360. i cannot afford the charges at this moment in time, so i will explain it in more detail when i see you in the afterlife because i was unable to get emergency help
361. it will put a big strain on me with everything going up, i dont know where i will find the money this service was put in to keep me out of hospital
362. will not be able to afford this without losing another neccessity
363. i cant afford that cost every week. not on any level
364. will mean i cannot use the service
365. We haven't used the service since it was installed, thankfully, but it provides peace of mind that if my disabled husband falls while I've nipped out, or during the night, he can get help
366. at this moment i cannot tell, but if i cannot afford this service i may cancel. i live alone and will be prone to a long and painful death iam 76 years old and have a lot of serious health issues and painful complaints. Good news - i dont eat a lot
367. i think the proposed charge is too much and i cant afford it
368. Yet another cost on top of everything else. I have no partner & no family to help me, check on me or look out for me. I already feel isolated and forgotten. I will also then no longer have any peace of mind that I might get help if I need it. I need to keep warm and eat. I also need to provide for my cat & dog. It will be a choice between the cost of the telecare, and keeping warm/eating. I'll have to cancel.

369. It would be a further drain on my already limited income and I don't think the service being offered would be worth it.
370. It will mean I don't have this service available to me. As a 83 year old widower living on my own, I am left without this because of a cost I can't afford.
371. Too expensive for what you provide
372. It will have a significant affect on me because my condition is a life threatening one and if I have an adrenal crisis when I'm home alone it can be fatal - I am only XXX years old
373. Well if its true what is being quoted about the cost of living its going to be very expensive eat and heat this coming winter so more expense will be a hardship.
374. i would just have it removed as any extra on finances it just not feasible
375. I will stop using it.
376. Less diposable income.
377. I cannot afford to pay
378. It will impact on the amount of money coming into the home. Fortunately I have had little use of the service up to now but this could change as my condition deteriorates making me more at risk. Having the Telecare is a safety blanket. Fortunately my partner is now retired and home most of the time should I need assistance, however he has health issues so would be unable to pick me up and would ring the necessary authorities for me. If I was left without Telecare we would just ring the necessary authorities ourselves which is what the Telecare responder would do for £4, £5.50 or £9 per week. As I said on the previous page I am not anti paying but at a much more reasonable rate. I fully appreciate times are tough and nothing is for nothing, but the rate of inflation is already impacting on all aspects of daily life.meaning every penny counts and another charge added on for the elderly and vulnerable is a lot to take from PIP, Pension, Pension credit, Universal credit etc.
379. Leave me skint
380. I will not be able to afford these charges. I live with my XXX year old mother, who pays £11.25 to be included in the service. I am recovering mouth cancer and have to go for further tests this month to see if it has spread. If I or my mother have a fall neither of us could assist each other.
381. it will cuase worry and hardship. I will have to stop and i might fall and die because i cant call for help
382. Increase insecurity and depression.
383. We will stop using telecare services as it will impact us negatively financially. It's too expensive for us to pay £4.00 per week for something we hardly use.
384. Not at all now
385. I will return all items. We will not use this service
386. i already pay may local tax so why should i pay for this service,if i was on pension credits i would get it free.regarding the service in the last 2 years i have had no contact ie a maintenance call to check the service is working even when my electricity has be off on a number of occasions and no contact was made with me.so would you pay for that service?
387. low income so wont be paying for it !
388. I have bought a belt that my mobile phone fits in and am going to carry it at all times. Plus I have asked my family to check in on me more regularly.
389. Just another round of the continued spiral of inflation which I can't afford. Just another item for the LCC to get ratepayers to pay for something they always got for free as a SERVICE. Just another item for a council to may the ratepayer pay for something else that was part of the SERVICE. Just like the fire and police and care services that we now have to pay for separately without the LCC rate ever going down. Just because others charge for it doesn't necessarily mean you have to

charge for it as well. You could have been a 'beacon' by withholding the charge. Just like the closing of public toilets some years ago. Once one council decides to do it, it doesn't take long for all of them to do it.

390. we will cancel the service
391. i will cancel service - have never used it
392. it means that i will be doing without this service, if i fall i will just have to stay there until someone finds me
393. see above- with the economic situation some things will have to be cut back, but with my increasing age and health problems this is something i rely on
394. I love the service and I have used it in the last month a few times. I just won't be able to afford it with all the gas and electric. I have had the service for 8 or 9 years and really value it.
395. it wont because im not paying for it - financially and personally im hoping it wont happen and my fear and anxiety will not increase around this will this make any difference at all?
396. im going to have to do without the peace of mind
397. if she wasnt going into care we would probably continue as its need a vlaueable service
398. highly! implelmenting this charge will impact on my safety, therefore i will be more at risk of falls. My mobility is poor and i cannot afford to not have this service. This must reflect individual financial affordability before implementing a charge
399. Falls and seizures would be no where my life is at risk. If left unattended the telecare keeps me at ease knowing there is someone monitoring me if my many health problems put my life at risk
400. Less money to spend on other care which I need, and general house and living costs.
401. well i would of thought that this is obvious. i will not have the facility to call for help if iam in trouble. i hope you can sleep safely at night - because now, when you introduce this large amount of money (to someone who only has a pension) i wont sleep safely at night, knowing there is someone who can help me at the end of a phonenumber
402. It will affect me as I will have to give it up
403. Would be unlikely to use due to cost. Would be at risk without telecare as live alone.
404. Live alone and if fall have no one to help.
405. Would either have to pay and be poorer or go without it as too expensive
406. We won't have the service and have to rely on our children to help.
407. Would have to stop using it as cannot afford to pay.
408. cost
409. As my wife is disabled I will no longer be able to leave her while I carry out essential shopping. Even being out in the garden would be a problem as I would not know if she had had a mishap
410. If the Council were prepared to means test this service I would continue. It is an essential service for disabled people, as it gives peace of mind. You will have people dying if you change this. Lancashire Council Council's means testing leaves us with bare minimum disposable income, which is not enough to fund anything extra.
411. We struggle as it is with 2 kids and uniforms to pay out for we can not afford to pay charges aswel
412. will have to cancel and rely on my friend
413. Yes, because it will be an extra funding we would have to find, especcaly with living costs constantly rising
414. i will not be able to afford it.

415. massively, cant afford it as everything has gone up (utilities etc)
416. It's a good service and I would be disappointed to loose it. I have used the button but there comes a time when I can't keep on with it. Everything is chargeable yet I've only had a £1.16 rise in my pension. Something's got to give.
417. I would definitely cancel.
418. i will cancel it
419. won't affect me but i think it will affect a lot of households.
420. massively, will not feel safe
421. cannot afford this cost
422. will no longer use it
423. I will not pay it and terminate my service.
424. termination of service
425. i simply cannot afford to pay £285 per year for a service that i do need but now cant afford. To go from paying 0 to 286 is unacceptable
426. very much, as he already contributes to his care, with prices going up around utilities etc, i think it is very unfair to penalis invalids and old and infirm people in this way
427. I won't be able to afford it on top of other essential payments. I live alone and I am disabled and would be less safe. I was recently burgled and badly injured.
428. I feel very sad about this - I am 94 years old and very unsteady on my feet. I have recently lost my husband and so the money coming into the house is greatly reduced now. I feel that £22 per months is a big responsibility to take on especially as fuel is likely to shoot up in price in October and again in January and being 94 years old it is important that I pay these bills to keep warm in the winter. It is very disappointing that Lancashire County Council could not see its way clear to perhaps allowing people over 90 to retain the service free. It is not a nominal charge - £22 per month will be a lot of money to some people.
429. I can't afford to pay these prices .. we struggling as it ..a lot as gone up in the last couple of years due to covid and that wasn't our fault either
430. find it terrible
431. at the moment i dont feel i need it
432. I will not be able to afford it so I will have to get rid of it. And hopefully I won't have any nasty falls.
433. i will not be able to afford it it will worry my daughter, this service gives her peace of mind as she lives 2 miles away
434. I can't afford the service at this present time .
435. unlikely to effect me (see above)
436. I'm not bothered about cancelling the service because they just called my Mum when I really needed an ambulance. My son has linked my phone to the Alexa which is better. I fall a lot but I cannot afford this service. I don't rate the service any way.
437. it wont because i want it removed anyway
438. as above
439. see above. pensions dont stretch to luxury items
440. if i cant afford it, i would be left with no emergency call system can you make the service free for those over 90? as a compromise for your most vulnerable patients?
441. we will not be able to afford it. we now have carers so our pension is spoken for. we will just pray we do not have to use it, we cannot afford it
442. no affect at all as i wont use it. i will have to rely on my daughter as i do now. i dont want to spend money that i need for food and bills
443. At the moment I have peace of mind knowing the system is in place, especially when I am alone, and I can get help straight away if I need it.

444. what difficulty - getting more infirm
445. £200 is now a much more significant amount of money, which I'm not confident I will be getting value for given financial pressures
446. I will cancel the telecare.
447. I wouldn't be able to afford it
448. Will cancel telecare.
449. I will be less secure as I live alone with no family near.
450. I would no longer be able to have this service due to costs and that causes me some distress knowing that I would be totally on my own if I did fall
451. I cannot afford the new charges which are excessive. I will need to go to another provider as I need the service but will have to get someone to order and set it up etc, as I can't do it myself. Very disappointed by these charges.
452. will not have it and will be very vulnerable without it
453. With the increase of shopping and bills, I just wouldn't be able to afford to pay an extra charge.
454. The charges will probably mean I stop using the service. Especially with the combined cost of living increases and the extra charges for electricity and gas.
455. Will need to ask for help if I fall down from ambulance service to get me up off the floor
456. As I'm a pensioner I wouldn't be able to pay for the service as pensions don't cover things like this, it's bad enough that gas and electric is going to double there's no chance of paying for this.
457. Mr XXX will not be paying this cost. For someone living on their own, this service is excellent, but in this case it is not appropriate
458. I no longer require it so need to have this removed
459. I think telecare is an excellent service for users. Could there be a reduced rate for users who struggle financially? I would like to know if there would be an option to keep the key safe in place although I would not require the telecare
460. as above My LCC pension by £2 PM this year and that doesn't cover the cost of anything!
461. It won't because I think it's disgraceful. Pensioners are struggling enough financially so we will not be paying anything for a service we've never had in the past
462. Would not be able to continue because of the cost
463. I also am thinking of moving from this area
464. To pay for the service I would have to cut back on other things. I worry about my money as it is without this extra cost.
465. I will feel more isolated and vulnerable
466. Please see above. I would be so concerned at the loss of this service that I would want to raise this with my local MP Sir Lindsay Hoyle (Speaker of the House of Commons)
467. Financially I won't be able to afford
468. It will be a waste of money if I continue.
469. It would have to go back as I can't pay for it. It does give us peace of mind if I have a fall knowing someone is there for me.
470. It wouldn't very much but for the ones on their own I suspect it would affect them very much
471. Already struggling with living costs can not afford such costs
472. Greatly 20/07/2022 I fell down stairs again, luckily my wife was in to help me.
473. I will be affected very badly, the cost of living now is so bad for me, will electric and gas rises, also now have to pay for TV License. I have worked all my life and paid all my Nat Insurance + Tax + feel we are penalised because of it, when others who have paid little or nothing seem to get much more

474. I'll take my chances, therefore I will not be taking advantage of this service
475. This would leave me vulnerable
476. it will affect us in a lot of ways, see above
477. Already struggling with living costs, will not take care of myself
478. 'AgeWell' is a very ironic term to use when you are thinking of cutting a service which may then lead to the opposite happening. I believe that cutting this service could lead to members of the elderly and disabled community having to choose between safety, heating their home, or eating. This could result in undetected illness, falls or even death. Please leave us alone and look for your savings at the top rather than the bottom for a change. I myself would have a serious decision to make as it would come down to choosing between the above options. I am already, due to being wheelchair bound, wrapping myself in blankets and extra jumpers in the evenings when it gets cooler rather than turning my heating on (something I would have done before).
479. it will put us at risk as we wont continue with the service
480. we feel a motion sense camera would be more useful and better value. the telecare was more of a backup
481. i couldnt afford it, not even the cheapest version
482. safety
483. pension doesnt go up to ocover the charge
484. It will put a severe strain on my finances and I'm afraid should i need assistance it will have to be a call to 999 and our under pressure ambulance service.
485. Because of the cost I have no alternate but to call for an ambulance which in the long run will cost more
486. If my husband who has lung cancer gets taken into hospital my daughter who can't be here 24/7 is worried I might be unsafe.
487. I will request it is removed
488. Reduce funds
489. It's an expense that I don't really need.
490. I am not having it
491. Can't afford these charges, everything else is going up as well
492. Dramatically because I can not afford to use it if I have to pay for it, I am already struggling to pay off Debts at the moment, and so paying out for something else when I have been budgeting so tightly to try and pay off the money I owe for Bills, and I have now also had to start paying for my Dental treatment because I have had a lot of past treatment go wrong, so I am having to pay for private treatment to have it all correct, which is going to cost me an absolute fortune, and I'm not sure how I am going to do it, I just now I have to have it done so I will have some teeth, and not be without teeth. as you can imagine, I am currently wearing a Temporary Denture which I feel Mortified about at my age, I want to Cry every Morning when I see I have none of my Top teeth, and I have to wear a Denture, anyway, so that is my main reason for being able to afford the Telecare I am going to be needing my money for my Dental procedures, that is going to be ongoing for the foreseeable future, To be honist I luckily have not found myself to of needed to of used the Telecare unit for anything since having it thankfully, altho, I do a great sense of peace of mind having it knowing it is here should I be alone if I became so iLL whilst alone, or had a fall and could not get up after hurting my head or something of that nature, especially with having the Epilepsy now, that does worry me quite abit, being on my own,or having another Stroke even because time getting help is of the most importance with a Stroke, like my last one, I ended up in a Coma for quite a long time, because of the brain bleed, I hope this is enough info you require from myself, please phone should you wish to.
493. Its a nice safety net. But will live without it.

494. cannot afford due to present cost of living
495. The charges for me will be far too expensive with care prices for my wife I will not be able to afford it I am struggling as it is
496. Not affordable in this present state of affairs and its going worse
497. I simply cannot afford any more price rises me pension is not elastic, don't smoke or drink alcohol and find it hard to make ends meet, it's a sad time to be in my 80's having worked all my life to find myself in this untenable condition
498. Neighbour died recently after falling in the garden and lay there for 2 hours, with no alarm pendant. Very frightening but money only goes so far
499. My wife @ XXX has dementia and I have the transponder to allow me to go shopping etc at XXX I am her carer (+) medication so the transponder was put in by Social Services to allow me to leave without worry as to her falling etc + she have very short term memory too. P.S since my wife is on a benefit is the no allowance for medical reasons £200 is a lot from the pension.
500. The introduction of the proposed telecare service hopefully will not affect me so I feel unlikely to continue. I am now over 80.
501. Means I will have to take my wife out with me all the time
502. As old age pensioners we feel that it would greatly affect our well being and finances during this already stressful time in our lives
503. I cant afford it
504. I will no longer be able to use the service
505. Cost of living is already at an all time high, energy bills are high and simply cannot afford it. Food prices are higher too. Shame to have to make pensioners pay for this service and I will miss it.
506. Make me less likely to use service
507. Very hard
508. Not very much Haven't used it
509. Everything is going up and some things will have to go. As usual things are taken off the poor not the rich.
510. Don't know yet
511. New accidents take place and deaths occur. Will any councillor accept the blame?
512. It wont I am requesting it to be removed, not necessary Appreciate the benefits for someone living alone
513. It will be a struggle financially
514. Wont be able to afford it.
515. If I can't afford to use the service I will have no way to contact anyone if my children are not in the house (at school, college etc) if I fall and can't get myself back up. I would not like my children to come home and find me lying on the floor unable to get myself back up.
516. N/A
517. reduce income - have to give something up Making vulnerable people pay for this "life saving" device - will come someone their life
518. Hardly use this service and a family member calls round every day
519. Don't feel as safe without it. Will have to ring 999
520. We will have unit(s) removed
521. If I have to give it up due to financial reasons there is a risk to me if I fall and cannot get up.
522. Will have to stop the service. This could be the time to go into full time care home
523. Financial hardship. I will have to ring 999 if I have a fall.
524. Won't be able to afford food or other essentials. Please take it out as my husband is in a nursing home (dementia)

525. Would not be able to pay (Cancel everything)
526. Cannot afford it. Already have to make a contribution for my care, pay for a TV licence. I've worked hard all my life and saved up. Not worth it when other people who haven't saved up or contributed to this country or the system get it for free.
527. See above
528. It will affect my finances significantly I have more money going out than coming in. Cost of living increased, gas/electric costs, motability car, carers, cleaner costs that i pay.
529. Have enough expense already
530. A bit
531. This is a matter of principle Cradel to Grave? - Dont get old
532. Will have to do without it
533. I could afford it, but don't see the point anymore of the service for me. I am very grateful for the use over the past years. Thank you so much. I have carers every day too.
534. Will not be able to afford! It will take away the peace of mind that we have at the moment. Very very sad to see it go.
535. Have enough expense already
536. see above
537. i wont be able to afford it it also means i wont have the cover i now get for my parnter, i will now have to call several times a day
538. it will add to the already present stress of increased costs etc please arrange for the removal of the wristband/alarm asap, thank you
539. depends how much it costs? i can still use the telephone
540. We will be ok. We can call 999 if we need to, thank you!
541. As old age pensioners we feel that it would greatly affect our wellbeing and finances during this already stressful time in our lives.
542. I can't afford it
543. I will no longer be able to use the service.
544. N/A
545. Another bill
546. Not very much. Haven't used it.
547. It won't. I am requesting it to be removed. Not necessary. Appreciate the benefits for someone living alone.
548. Im on pention credit
549. It will be a struggle financially
550. Won't be able to afford it
551. i will have to send it back
552. Phone number XXX
553. N/A
554. it will affect my money & the cost of living dramaticlaly & will not have it at all if i have to start paying, im 85
555. Reduce income - have to give something up. Making vulnerable people pay for this "life saving" device will cost someone their life.
556. we will not be using it
557. Hardly use this service and a family member calls round every day
558. with less money for everyday expenses
559. You need to assess incomings and outgoings and £4 PER WEEK is a lot if you have never used it apart from a smoke alarm going off once but was only a burnt piece of toast
560. it will greatly affect me, no peace of mind and it will make me anxious

561. If I have to give it up due to financial reasons there is a risk to me if I fall and cannot get up
562. Will have to stop the service. This could be the time to go into a full-time care home!
563. Too costly for what it is.
564. Very much financially.
565. It will affect me a lot as electric & gas, all utility bills are all increasing.
566. It wont affect us for reasons stated on the last statement
567. It will take away my peace of mind as i live alone and the service will have to stop.
568. I cannot say but i will be very sorry to loose the service as it free to those who need the service most.
569. Same as above.
570. I just cannot afford any further outgoings.
571. it puts me in jeopardy potentially. iam just going to have to make sure my mobile is always to hand if i ocme out of my wheelchair As you can tell iam less than impressed with your letter. not the charge - but the whole pointlessness of collecting the views after the decision has been made. I would be interested in knowing what LCC pay for this service currently. could the service of been extended for 2 months if this fairly pointless questionnaire had not been formulated, distributed and analysed? - just a thought. My email if someone could tell me is XXXXXX
572. Will have to go back to being extra careful
573. £20.30 is a lot of money when you only get a basic pension
574. Would not be able to pay. Cancel everything.
575. I am on a limited budget and would find it impossible to pay your fees.
576. With no pendant i could have no back up support if i had a fall etc. I could be stuck for days.
577. We think the proposed charges are very steep. Particularly as i would think the majority of users will disabled and aged. A fee of £1 per week - £4 per month would be more realistic.
578. Can't afford it. No peace of mind for my son (carer) will have to go in nursing home and authority will have to pay my fees. No, no, no, no. To charge putting lives in danger why?? N I has gone up to cover social care.
579. It will affect my finances significantly. I have more money going out than coming in. Cost of living increased, gas/electric costs, motability car, carers, cleaner, costs that I pay.
580. It will not.
581. puts more strain on household budget
582. dont know
583. i find it difficult to afford things at the moment
584. This is a matter of principle. Cradle to grave? - Don't get old.
585. It means any security feeling I have, are taken away from me most of my neighbours are older than me. With my health problems I could fall at any time and be left alone with no one to help
586. very much - everything has gone up, iam going to find it very difficult with all the price rises
587. I would not be bale to afford to pay it is getting a struggle every week, as i only get a weekly pension a small pension from XXX and the first rate of attendance allowance.
588. difference between eating an heating which is my priority this winter
589. Have enough expense already.
590. why would this concern people like you?

591. As above. Nearest family are 14 miles away. I have chronic medical issues with limited finances and this service provides constant reassurance (without charges).
592. The same as everyone else . Take away ones peace of mind and wait for an ambulance . Also the annual cost will seriously have to be taken into consideration . Have to sort out what else can be shelved to pay for it Heating/food / tv something would have to go /
593. The charges suggested & feel are a little too high perhaps a slightly lower stage would be acceptable
594. the introduction of a charge would make a big difference to my finances as im a pensioner
595. Too much cost
596. On benefits not able to afford.
597. will stop using it will cause me (carer) more anxiety as we have a multi-fuel burner. Mother is XXX (medical conditions redacted)
598. I will be left with nothing, i will feel unsafe, i know i am putting my health at risk i just cannot afford it
599. wouldnt continue with it never used the service but it is peace of mind knowing someone is there if i need them
600. The cost will affect me as i dont think its worth paying so much when i have plenty of support from family.
601. i will have to manage without and find other ways to maintain safety
602. I will need to relook at my finances and see if I can afford it or not.
603. N/A
604. We would not use the service.
605. NA
606. a lot
607. probably unnecessary whilst wife at home. would be expensive as a fail safe arrangement.
608. leave my vulnerable as life on my own with oestophoris s
609. not a problem
610. I have dementia and i fell downstairs a few years ago and broke my shoulder, i am worried this will happen again and i can't get help. The necklace stops me from worrying.
611. I'm on pension credit
612. If i have to pay i would need to return it as i cannot afford the weekly payments. This lifeline to me is a need not just something for nothing.
613. You need to assess incomings and outgoings and £4 a week is a lot if you have never used it apart from a smoke alarm going off once but it was only a burnt piece of toast.
614. As Above Nearest family are 14 miles away I have chronic medical issues with limited finances and this service provides contact reassurance (without charge)
615. it will leave me without the amazing service, as would be unable to afford it
616. more money
617. it will make me more fearful not having the service as i needed to use it in isolation, this resulted in me needing hpsital care
618. For a person on benefits it is too expensive people would not commit because of expense Will have to be means tested Customer died XXX am currently waiting to have it removed. As a single person with no family nearby it would be too expensive for me to install should I be in need. I have only been a low wage earner, now only part time due to medical issues
619. I am on pensioner credit, i find it hard to keep abreast with the rising cost of living. I have very caring friends and neighbours.

620. we will learn to live without it
621. Because of above it won't
622. It means any security feeling I have are taken away from me. Most of my neighbours are older than me. With my health problems I could fall at any time and be left alone with no one to help.
623. The charges suggested are I feel a little too high. Perhaps a slightly lower rate would be acceptable.
624. Too much cost
625. Will stop using it. Will cause me (carer) more anxiety as we have a multi-fuel burner. Mother is XXX (medical conditions redacted).
626. It could put me at great risk due to multiple conditions.
627. too much out of pension
628. I will probably cancel the service
629. my income already does not cover my care costs, so this pushes it further
630. everything is getting so expensive, but i cant afford it. i have to pay work people to do jobs
631. i'll have to cancel everything as the price is going up
632. It won't effect us at all but feel we dont need to carry on with it. So please uninstall at your earliest.
633. cant afford it
634. i will not be able to make regular payments due to my low fixed income
635. prices are going up on everything
636. leave me short of cash
637. it wont, you can come and remove it asap
638. With all the general price increases and the fact we have never used it seems to be a waste of money.
639. it wont - i cant afford it so will return
640. I will not have peace of mind if anything goes wrong.
641. will need to hope that friends keep an eye on me and react if they feel there is a problem
642. i wont be able to feel safe so will have to carry my phone around with me
643. unale to afford
644. I think my explanation covers my reasons, dont you?
645. I have no money as it is due to rising costs of bills and food. I certainly couldnt afford the service.
646. I will have to discontinue using it and revert back to not having the satisfaction of having someone immediately contactable in the event of having a fall or some other emergency.
647. It will leave me with less money for essential food. I only live off lots of veg and very little meat or fish to keep myself healthy, that is why i never go to doctors unless it is totally necessary and i cannot heal anything myself as i try to keep myself healthy by eating sensibly and walking each day even with a walking aid.
648. I will feel less reassurance as i live alone and my heart condition and very volatile blood pressure and heart rate make me very vulnerable also sight and hearing loss add to my problems. I it is sad that LCC find it necessary to introduce charges at this very difficult time. I'm grateful that i can enjoy telecare security for the rest of this year. Thank you.
649. I will not be able to draw it in my budget.
650. I will no longer be able to use the service which means my peace of mind will be ruined and my safety will be at risk this is very upsetting for me and my family.
651. No peace of mind, i always know that someone is there if i need help. I live on my own with no close relatives nearby. So 999 it would have to be and i dont want to do that or go into hospital again.

652. I will be scared to go into my garden because one of my accident happened in the garden. One of my daughters lives in XXX and the other one goes away a lot. I have friends who live in my area, but they are nearly all over 80 years old. I also keep my lifeline by my bed at night in case i have a funny turn. I also have to cross the landing to the bathroom at night so i put it on when i do. NB I used to have a free TV license but this was taken off us now so i pay this monthly, also my phone (landline) is going up soon (i have just received a letter re this) I do not get any help with my council tax apart from the fact that i live alone - i find that having a telecare service stops me thinking of going into a home.
653. i cant have it, i feel safe with it, but with the cost of it and everything else, something has to go
654. see above
655. cost of living take it out
656. wont be able to recieve the help i need when im most vulnerable
657. i cannot afford it, i live alone. if i fall i could be on the floor for hours
658. will leave me vulnerable
659. have other bills to pay out which are also increasing,
660. Just received letter from you stating you are charging for progress lifeline, as it states it IS a life line to these people who have paid NAT.ins.and tax all their working lives to be treated this way is absolutely disgusting and you should be ashamed of yourselves sending this sort of letter out to these poor people, I hope they all go in care homes which will cost you more than the cost of the lifeline, in progress at the moment, I hope your not treated in this way when you are old and weak!!!! Yours Truly
661. I'm now living on my own and won't be able to afford it. I dont get benefits.
662. Just received your " Public consultation missive! This is not a consultation letter- rather charge notification! However I'll continue with my illness without any help as I will not pay these charges. So I will pass quietly! All of my neighbours are struggling with families and work- so to add another responsibility on any of them is a bare faced liberty! If I end up on the floor and don't die- I can't expect a neighbour to just drop in and help me at that exact time. Stress is a major issue with MS and your message about charges has caused me a great deal of stress. It's not enough to be struggling with the astronomical living costs at present. I could go on and on.
663. Take my DLA allowance
664. The concept is good, but reality has to be faced with all the other pressures on finances nowadays. I am looking to reduce outgoings not increase them. Many things have to be cut back and this would be one, a difficult but necessary decision - and take one's chances.
665. Fixed income. 2. Obscene increases in Utility costs 3. Increased pressure on the NHS, coupled with real-time defunding. 4. I will have to make choices that could adversely effect my well-being
666. N/A

What is your age group?

Please select one option only

