

## APPENDIX 1

Lifeline Policy Section	Suggested Change	Reason for Change
1.0 Scope	Remove: The Lifeline monitoring service is currently provided by Tunstall under the terms of a contract procured by the Council, approved by Housing Committee on 6 June 2018. Tunstall are members of the Telecare Services Association (TSA) the industry body for telecare and telehealth.	Current contract is due for renewal so service provider may change.
1.0 Scope	Add: This policy does not cover the telecare service provided to the Council's Independent Living tenants.	For clarity
4.0 Regulatory Code and Legal Framework	Remove: General Data Protection Regulations (from May 2018) Replace with: Data Protection Act 2018	Previous policy was written prior to GDPR and DPA changes
5.1 Eligibility for the Service	Add: Head of Housing	Previous policy gave discretion only to the Income and Housing Manager to provide service outside of the borough. Extended this to Head of Housing too, for occasions where Income and Housing Manager may be unavailable
5.2 Lifeline charges	Remove: Committee process Replace with: Cabinet	To reflect changes in the Council's consistution

5.3 Payment Options for the Service	Remove: All customers will be provided with an annual invoice in February of each year to cover the twelve-month period from April to March of the following year. Replace with: The Council will review the charge annually with effect from 1 April each year. At least 14 days' written notice of any variation will be given to the customer.	To reflect wording in contract
5.3 Payment Options for the Service	Remove: to cover each full calendar month for which an advance payment has been made and the service not received Replace with: from the contract end date, unless that amount is less than £5.	To reflect current practice
5.3 Payment Options for the Service	Add: will be undertaken by the Quality and Control team. Any arrears will be managed by the	To clarify that collection is undertaken by the Quality and Control team and arrears are managed by Income team
5.5 Lifeline Customer service agreements	Remove: A charge will be made for any items which require replacement due to loss or damage and invoiced at the published price list.	This is already included in the policy under section 5.3
5.6 Benchmarking	Remove from section title: Services	The section is regarding benchmarking which is completed by the Council, not benchmarking services

6.0 Monitoring and Performance	Remove: One of the key priorities for improvement within the Housing Business Plan 2019-2022, is to increase the commerciality of the Lifeline service by developing the service and increasing sales which will increase the support available for vulnerable people in the borough. Detailed monitoring of progress against this key task is reported to the Housing Committee.	This references an old Business Plan
6.0 Monitoring and Performance	Remove: The Lifeline monitoring service is currently provided by Tunstall under contract until July 2023. The contract includes performance measures which meet the industry standard KPIs set by the Telecare Services Association (TSA) Replace with: The industry standard Key Performance Indicators set by the Telecare Services Association (TSA) will be used	Removes reference to current contract with Tunstall
7.0 Related Policies, Procedures and Guidelines	Remove: Housing Business Plan 2019-2022	This is an old Business Plan, which contained an action in relation to the Lifeline service