

**Appendix 2 - Service proposition**

Safe at Home will offer a range of products and services. Some products will be purchased outright (for example, key safes), but many services will be scalable to allow customers to find a level of support that meets their needs.

These will be offered at the following levels:

	<b>Safe at Home Standalone</b>	<b>Safe at Home Basic</b>	<b>Safe at Home Plus</b>	<b>Safe at Home 24hr Response</b>
Installation of equipment	✓	✓	✓	✓
24/7 monitoring service	x	✓	✓	✓
PCC Response Service	x	x	9pm - 6am	24/7
Additional equipment available	✓	✓	✓	✓
Maintenance of equipment	✓	✓	✓	✓
Phone line required	x	x	x	x
Cancel any time	✓	✓	✓	✓



## **Service summary**

### **Weekly fee**

The weekly charge includes the rental of digital equipment and peripherals assessed on individual needs, as well as for the monitoring centre to answer all calls 24 hours per day, 7 days a week at a press of a button. All weekly fees include cover for repairs and maintenance, call outs, cancellation and collection charges.

### **One off set up fee**

The initial installation charge for new customers will cover the installation of all TEC equipment, the installation of a keysafe and a home safety assessment completed by in-house engineers.

### **24/7 monitoring**

Customers are provided with a digital device, which automatically connects to a UK based 24-hour monitoring centre if you have a fall, become unwell or need urgent assistance. The highly experienced and trained team will answer your call in under 60 seconds and offer you peace of mind knowing that someone is always there to help whenever you may need it 365 days of the year.

### **Portsmouth City Council Response Service**

For those that require the service, Safe At Home can provide the service of a response team which, if deemed necessary as a result of a callout, will attend your property, provide help and support and, if required, contact the Emergency Services. The service is delivered by both council housing and social care staff and has been developed for those who have no immediate support, giving the individual peace of mind and confidence knowing help is at hand 24 hours a day, 365 days a year.

This service is to respond to an alert raised by the customer, attend the property and deal with the call as necessary. For the safety of the customer the response team does not currently offer lifting or personal care

All packages are assessed by the Safe a Home team at referral stage.

### **Equipment**

Digital base units are provided which can be paired with a wide range of peripherals including personal help devices with GPS location and fall detection to suit the user's needs. The supplier, Chiptech, manufactures a large range of high quality sensors and alarms as well as integrate with other manufactures to provide customers with advanced TEC solutions to suit individual requirements and promote independent living.

### **Maintenance**

Included in the weekly price, the in-house team offers repairs and maintenance on all equipment in the event the TEC needs to be replaced or upgraded. The software will also remotely highlight important and abnormal events in the alarm unit enabling the service to monitor and react accordingly to ensure the customer is supported.

### **Phone line**

In 2025 the traditional, Public Switched Telephone Network (PSTN) will be switched off and it will no longer be possible to buy an analogue phone line. In readiness for the shutdown off traditional telephone lines Portsmouth City Council is already embarking on the digital change over to support existing and new customers in the city. The new digital equipment operates over the 3G/2G cellular network, reporting with data communication capabilities. A multi-provisioned SIM card allows freedom of connectivity roaming on all UK networks as an additional safety measure. This enables the service to continue to support independent living with the use of TEC.

**Cancel at any time**

The customer can, at any time, give notice to the Council to end the contract and rental of equipment and request removal of the equipment. The contract will terminate on the date the equipment is returned or the date of disconnection.