



We are sending you this letter because you have the 'Safe and Sound' call response service from Bradford Council.

All councils across the country are having to look at the money they have. They are also looking at the fees they charge people for different services.

This means we are having to make some tough choices about which services might have to be stopped or cut down.

We want to know what you think about our idea to change the way we charge for the Safe and Sound service.

There are lots of different ways to tell us what you think. We are having meetings, online workshops and doing digital surveys. This gives everyone a chance to share their thoughts.

At the moment the service costs £3.30 per week plus VAT, which is a tax that is added to things. This is much cheaper than other councils in West Yorkshire.

Bradford Council has been helping out by paying a big chunk of the cost each year. We can't keep paying that much every year.





This is why we are thinking of changing how we charge for the service. Our idea is to have different levels of prices. This will depend on how much support you need.

This means that people would help by paying a bit more towards the cost of the service.



This is what we are thinking the new plan might look like:

1. Basic Package (Family/Friends as Responders) In this option your family and friends will be the ones to help you out. The suggested cost for this is about £2.50 a week. This is cheaper than now.
2. Basic Package (Council Service as Responders) This is similar to the first option but the council's team will respond if you need help. The suggested cost for this is about £5 per week.
3. Home Safety Package. This package will include extra safety gadgets like flood sensors and other things to keep your home safe. The suggested cost for this is about £6 per week.
4. Falls Package. This option will be to help people who are at risk of falling. There will be special support and equipment to keep you safe. The suggested cost for this is about £7 per week.



We are also planning to charge £25 for all new set-ups. This will cover the cost of getting everything set up properly.

We won't charge you if you have your equipment set up already.



We really want to hear what you think about these ideas. Please take some time to read through the important details about the new charges.

Your thoughts and feedback are very important to us. They will help us to make the best decisions for everyone.



Once you have completed the questionnaire, please return it in the envelope by 11th November 2024. You do not have to put a stamp on the envelope.

You can also do the questionnaire online by clicking this link [Safe and Sound consultation - general questionnaire](#)

We will be having some events where you can join us in person or online to tell us what you think.



The times and places are in the table below

Venue	Date
<a href="#">City Hall Banqueting Suite</a>	Tues 15th October - 11.00 to 13.00 pm
<a href="#">Sedbergh Sports Centre</a>	Tues 22nd October - 10.00 to 12.00 pm
<a href="#">Online Consultation</a>	Tues 29th October - 12.30 to 14.00 pm
<a href="#">Online Consultation</a>	Mon 4th November - 18.30 to 20.00pm
<a href="#">Victoria Hall</a>	Weds 6th November – 10.00 to 12.00pm

You can book your place at these events by clicking on this link <http://www.bradford.gov.uk/safeandsoundconsultation>.



Just choose the date and time that is best for you.

The consultation will close on the 11th November 2024. Make sure you have shared your views by then.



We will gather all the feedback and present it to the Council's Executive for their review and decision-making on 2nd January 2025.

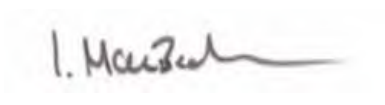
Your input really matters, and it will help shape the final decision.



### **Your Information will be kept confidential**

Thank you very much for giving some of your time to help Adult Social Care services.

Yours sincerely



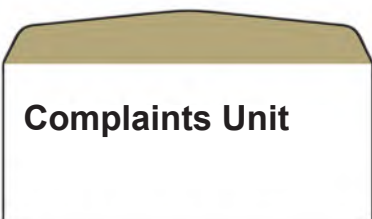
Iain Macbeath  
Strategic Director, Department of Adult Social Care

### **Contact Us**

#### **For Independent Complaints**

Telephone switchboard: 01274 432111

Or write to:  
FREEPOST BRADFORD COUNCIL  
(Please write "Complaints Unit" on the back of the envelope)



## For requests and enquiries about this survey



Please email [AdultSocialCareSurvey@bradford.gov.uk](mailto:AdultSocialCareSurvey@bradford.gov.uk)

Or write to us at Adult Social Care Survey, Department of Adult Social Care, 5th Floor, Britannia House, Hall Ings Bradford, BD1 1HX

## For enquiries about your care or support services



Please ring 01274 435400 on Monday to Friday between 8.30am and 5pm.

## Frequently Asked Questions

### What is the Safe and Sound Service



The Safe and Sound Service provides helpful gadgets like alarms and sensors to support people to live safely and independently at home.

### Why is the Council increasing charges for the Safe and Sound Service?

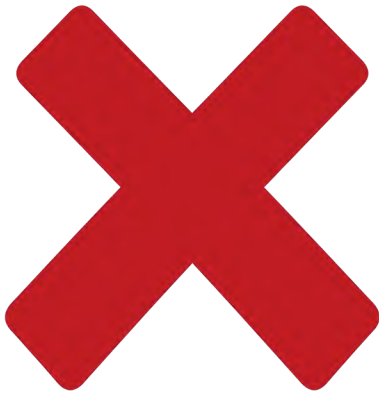


To manage costs better, the Council is proposing to increase the weekly fee for Safe and Sound services. This will help continue offering these valuable services and provide people with better options to choose a service that meets their needs.

## What happens if I choose not to use the Safe and Sound service anymore?



It's your personal choice whether you want to use the service or not. If you opt out, please be aware that it might affect your safety and support at home.



If you do decide to cancel, please contact 01274 432774 and tell us that you no longer wish to continue with the service. Please do not contact the Safe and Sound control centre via your alarm to discuss the new charges, this could block someone else's emergency call.



A few days later you will be contacted by a Safe and Sound technician who will make arrangements to collect the equipment. Please remember that the equipment is on loan to you and failure to return equipment may result in a contribution for the cost to replace any missing equipment.



## Will the new charges affect the quality of the Safe and Sound service?

No, the quality and type of service you receive will not change. The charges are to help maintain the high standard of service.