

LINK TO lifeline



Welcome to our latest newsletter

This issue will give you the latest news on the digital switchover, our charges from April, the results of our online survey, an introduction to Crawley Wellbeing and on the back page a wordsearch to give your mind a workout.

This year we've been able to return to annual service visits. It has been great to see you again, although there are still a few service calls being made. We're now working in the new Town Hall and it's a big change for the better. The new computer system is up and running and we'll soon be managing our service with it.

Next year will see us continue to deliver the service as we take the next steps in the digital switchover.

Lifeline charges from April 2023

All customers will pay £4.40* for their lifeline units.

We've made things simple with one price for everyone. For most customers this 10 per cent increase is less than 50p per week.

This will help us to cover our costs due to inflation and help to pay towards the changes we need to do due to the digital upgrade of telephone lines. There is more on this inside.

Anyone with a smoke detector that links to their lifeline will need to pay a rental charge of 88p* per detector, per week.

The rental charge for a fall detector also increases by 10 per cent to £1.96* per week.

VAT relief

If you're disabled or have a long-term illness it may be possible to claim VAT relief. Find out more on gov.uk/financial-help-disabled/vat-relief

*plus VAT if applicable

£4.40*
per week

Check your benefits

Anne's mum applied for Pension Credit in the past and had not been entitled to it, but in December last year they checked again. She's now entitled to it and is getting an extra £30 per week.

It can pay to check what you are entitled to. Check online using a benefit calculator. These can be found at entitledto.co.uk or turn2us.org.uk

You can also call Citizens Advice on **0808 278 7969** or Age UK on **0800 019 1310**.

Check your
benefits

Help with money worries

The council has a web page that provides a wealth of information for people who are worried about their finances. Visit crawley.gov.uk/moneyworries

Are we up to date?

Has a family member or key holder changed their phone number or email address recently? If yes, do we have the right number or email? Could we get in touch if we needed to?

If you want to tell us about any changes, give us a call on **01293 438468** or by emailing lifeline@crawley.gov.uk

Up to date details for your key contacts is very important, but we also want to make sure we have the right contact details for you, including your email address. To update your details get in touch by email or phone when they change.



You said

Results of our 'Lifeline is going digital' survey

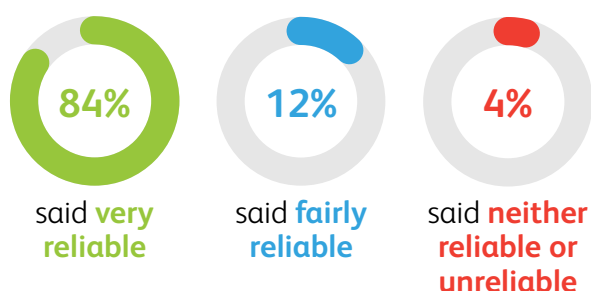
We had responses from 213 people, most from relatives, carers, customer and users with some from neighbours and keyholders.

Thank you all for taking the time to fill in the survey.

The results that follow are just a few key questions. If you would like to see the full results, please email lifeline@crawley.gov.uk

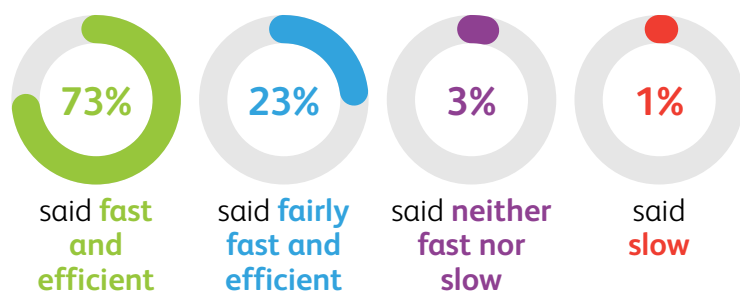
How reliable is the Lifeline service?

It's great to see that you all thought the service was reliable. Nearly all our customers (**96 per cent**) rated the service as reliable.



Alarm Receiving Centre response times

We asked users to answer this if they had used the red button. Again nearly all customers (**96 per cent**) found it fast to some degree. We don't know why a few people found it slow as they didn't leave a comment.



Cost and value for money

No one who responded felt that the service was poor value for money and 86 per cent felt it was good or excellent, the remainder felt it was average.

Contact us

Call the team on **01293 438468** during office hours (8.30am-4.30pm) or outside office hours contact our colleagues at Mole Valley Life on **0300 123 7718**.

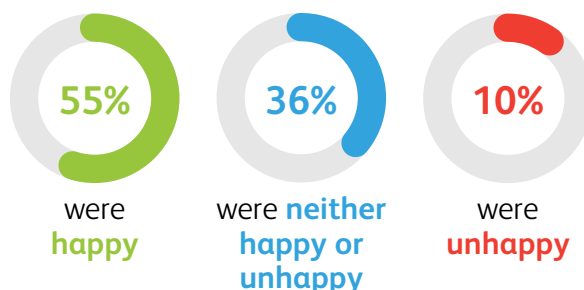
Lifeline will respond to calls about lost pendants and faults by the next working day.

Future cost

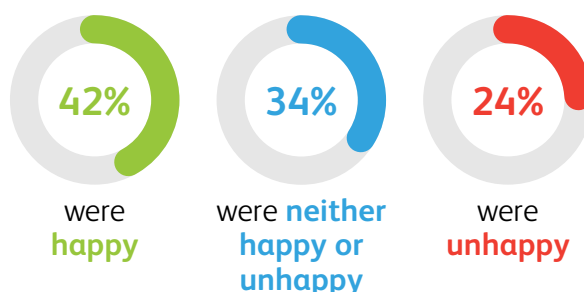
We need to increase charges to help pay for new equipment and in the survey we asked '**How much would you be happy to pay for this service with new equipment?**'

We gave three options, and it was obvious that customers would not be happy if we raised charges to over £5 per week.

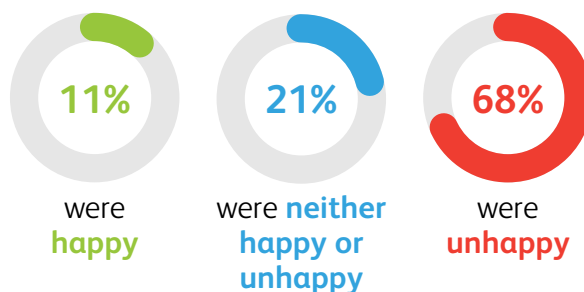
£4 to £4.50 per week



£4.50 to £5 per week



£5 to £5.50 per week



We have listened to you and been able to set the new rental charges at £4.40 (plus VAT if applicable) per week.

Finally we asked, '**How likely are you to recommend our Lifeline service to others?**'

It's good to know that 96 per cent of you are likely to recommend us.

You have also given us many positive comments in the survey, some of which we will use when promoting the service to others.

Email: lifeline@crawley.gov.uk

Website: crawley.gov.uk/lifeline

Address: **Town Hall, The Boulevard, Crawley RH10 1UZ**

Digital switchover

Change is getting nearer...

Last year we told you how the whole country's telephone network is being upgraded from analogue to digital. All telephone companies plan to complete this work by 2025.

Over the last 12 months our challenge has been to make sure your Lifeline continues to work when your telephone lines go digital and continues to give you the peace of mind and security you value from our service.

We are investing in new technology over the next two years to provide all our customers with a new Digital Lifeline.

What does this mean for your Lifeline?

If you currently have an analogue Lifeline (your base unit is grey and plugs into the phone socket), we will upgrade you to a Digital Lifeline (no phone socket required). The Digital Lifeline unit will not need to be within two metres of your phone point as it needs to be where it can receive the best mobile phone signal.

Do I need Wi-Fi and broadband to have a Digital Lifeline?

No. The emergency call is sent to the Alarm Receiving Centre (ARC) via a SIM card (like a mobile phone).

What happens in a power cut?

The Digital Lifeline has an emergency back-up battery. This will last for at least 24 hours and will keep your Digital Lifeline working.



My smoke detector is linked to my Lifeline, will that be affected?

When the new Digital Lifeline is installed, we will also upgrade your smoke detector. If you currently have a free smoke detector(s) the new detector(s) will become chargeable.

The additional charge for a linked smoke detector is currently 88p (plus VAT if applicable) per smoke detector.

West Sussex Fire and Rescue and Lifeline strongly recommend all our customers have a linked smoke detector fitted for peace of mind and reassurance. Safe in the knowledge that the Alarm Receiving Centre will know if the linked smoke detector activates, they will be able to call the Fire Service quickly for you to help keep you and your property safe.

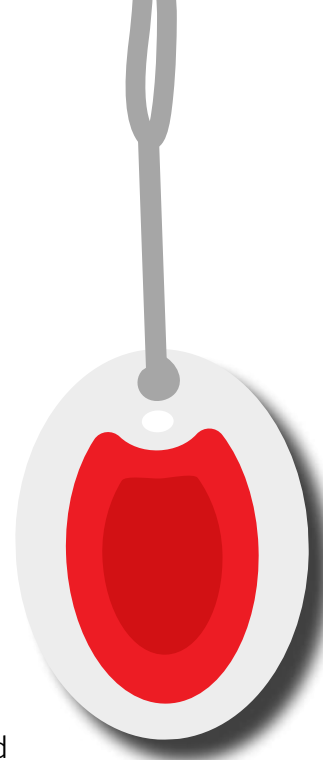
Will the new Digital Lifeline cost me more when it is fitted?

No. Following the recent survey, we listened to our customers' views about price. The annual price increase for this year is detailed on page one of this newsletter and the charges will be reviewed each year. Apart from these changes you will continue to pay the same weekly charge when your Lifeline is upgraded to a Digital Lifeline.

Once installed any calls made from the Digital Lifeline are included in the price. You will no longer be charged for alarm calls to our Alarm Receiving Centre via your home telephone line.

What do I need to do?

You don't need to do anything now. Over the next two years we plan to visit all our customers to upgrade your Lifeline unit to a Digital Lifeline. We will arrange to do this at the same time as carrying out your annual service visit. In the meantime, if you are contacted by your phone company to say they are transferring you over to a digital phone line please contact the team to arrange an appointment to upgrade your Lifeline earlier. Call **01293 438468** or email **lifeline@crawley.gov.uk**



Find the words in the puzzle.

ALARM	RED
CHARGES	ROUTER
DIGITAL	SAFE
FAMILY	SECONDS
LIFELINE	SERVICE
MONITOR	STYLISH
PENDANT	QUICK
PERSONAL	

T	T	E	C	I	V	R	E	S	J	B	M
S	N	V	C	K	Z	Q	W	L	P	O	R
I	A	V	R	C	P	E	C	L	N	H	R
B	D	I	G	I	T	A	L	I	S	A	E
P	N	E	K	U	F	G	T	D	S	L	T
F	E	V	N	Q	L	O	E	E	T	A	U
A	P	R	C	I	R	R	G	L	Y	R	O
M	F	J	S	G	L	R	Q	C	L	M	R
I	T	A	Y	O	A	E	W	H	I	M	X
L	I	P	U	H	N	E	F	A	S	N	G
Y	B	N	C	T	A	A	T	I	H	P	Y
S	E	C	O	N	D	S	L	D	L	S	N

We've been using Facebook posts to promote Lifeline recently. Some of you might have seen them. Here's a couple:

“If you’re not happy with your current emergency alarm provider, consider changing to Lifeline! Installation is free and over 97 per cent of Lifeline calls are answered within one minute, giving you peace of mind 24/7.”

“We install our Lifeline units in person, for free, and take time to ensure you understand exactly how it works.”

Word of mouth recommendation is the best way for people to find out about us, so tell your friends about us.

A free service to support the health and wellbeing of people who live and work in Crawley.

They offer face-to-face, telephone or virtual appointments. Their support and advice includes falls prevention, getting fitter and emotional wellbeing as well as weight management, nutrition, stopping smoking, and reducing alcohol intake.

Their team of friendly advisors are trained to give advice and motivation to help people reach their own health and wellbeing goals for a healthier future.

Although based at K2 Crawley they have a new mobile unit to get out and about in the neighbourhoods of Crawley so residents can access them locally. There is also a range of programmes to support individuals to achieve their aim.

Find out more, contact them on:

Telephone: **01293 585317**

Email: wellbeing@ Crawley.gov.uk

Website: crawley.westsussexwellbeing.org.uk

