

Appendix A – Consultation responses

| Responding organisation | Anticipated impacts | How they will mitigate |
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| Great Shelford Mobile Warden Scheme | There are a lot Of providers out there. | We will look elsewhere |
| Willingham Parish Council | Our clients rely on the service and benefit from the reassurance that they are dealing with the Council. The contact we have has always liaise with us and residents extremely well. | We will have to find another provider. |
| Teversham Parish Council | Clients who are unable to access the service will be at greater risk of not being able to receive help in event of a fall/collapse/medical emergency. | We have no access to alternative provision. |
| The Mordens and Litlington Mobile Warden Scheme | They feel safer knowing that the service is “local” and if they fall many don’t have mobiles to call for help so could increase in hospital admissions or they could seriously hurt themselves and not wish to “bother anyone” | I will keep them informed and try to find alternative services and see if the fire brigade can help to check for trips/falls hazards which in turn has a wait list |
| Milton community care | Other equipment linked to the service. | Encourage them to engage with an alternative service, Highlights that if they tell the digital switch over company that they wish to remain on analogue. |
| Ickleton United Charities | IUC has thirteen village residents who currently use SCDC Lifeline equipment. Over many years, SCDC have provided an excellent service. We have particularly appreciated the contact with the Lifeline Officer. She has provided us and our residents with an excellent and very helpful service. Previous investigations showed that other providers services were inferior to SCDC. | If after 2025 a number of Lifeline providers either withdraw entirely from the market or only offer expensive digital “bells and whistles” packages then there is a danger IUC will be forced down the route of Hobson’s Choice, a route IUC may not be able to take due to for example, funding limitations. |

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| | <p>Preliminary investigations have identified several national Lifeline suppliers but support is usually either by Internet or telephone. Other providers are also not taking on new customers.</p> | |
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