

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
1	24/07/2014	Proforma	Anchor	£2.77	£11 increase a month is a lot when I have my rent increases to come again in the future but understand your need for cuts.Can't afford to go out anyway, this will mean I consider not too have any type of days out (seaside etc). I suffer with schizophrenic disorder and things are just getting worse now with more and more more and more to pay out.	YES	n/a	
2	24/07/2014	Proforma	Anchor	£2.77	At the moment half my income go's on rent and council tax. Efforts should be made to cut cost and reduce the rent not keep putting it up.Everything is going up have to spend more time at home.	YES	n/a	
3	24/07/2014	Proforma	Anchor	£2.77		NO	n/a	
4	24/07/2014	Proforma	Anchor	£2.77		NO	n/a	
5	24/07/2014	Proforma	Anchor	£2.77		NO	n/a	
6	24/07/2014	Proforma	Anchor	£2.77	Why is the Council yet again penalising society's most vulnerable?It means I will have to think twice about spending on the relatively few extras that I enjoy. The cost for example of borrowing an Audio Book from the library £1.50. The occasional packet of kettle crisps £1.29 I worked as a registered nurse all my working life, you would think that at my age (71) I would be able to have some extras without having to count the cost	YES	n/a	
7	24/07/2014	Proforma	Anchor	£2.77	I oppose the withdrawal of support for all persons no matter of "means".It will be the choice of visits to my family in Newcastle, at the moement I go twice a month, this will have to be a 1 month.	YES	n/a	
8	24/07/2014	Proforma	Anchor	£2.77	The proposal will have to be budgeted for but will have no real impact on our lives.	NO	n/a	
9	14/07/2014	Proforma	Housing 21	£5.05	I do not agree with this proposal as on top of water rates, rent etc I do not have the funds to cover this extra charge.Because I am on a low income having to pay an extra £3.75 per week will mean I will have to cut down on my weekly shopping for food.	YES	n/a	
10	14/07/2014	Proforma	Housing 21	£5.05	Minimum Budget - cut down on groceries and days out.	YES	n/a	
11	14/07/2014	Proforma	Housing 21	£5.05	I feel this will have a big impact on my and my finances. I am on a limited budget as I am not of pensionable age.It will mean that paying for this will mean I will have a shortfall on my already stretched food bill.	YES	n/a	
12	14/07/2014	Proforma	Housing 21	£5.05	Family either long distance or abroad. Telephone calls or visits will become very infrequent.	YES	n/a	

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13	14/07/2014	Proforma	Housing 21	£5.05	I don't agree with having to pay this.It will be difficult to mange, it will mean I won't be able to put as much money on my electric or food money. I am very limited	YES	n/a	
14	14/07/2014	Proforma	Housing 21	£5.05	Don't think it is fair that I will have to pay extra for a service within a sheltered accommodation.Won't be able to visit friends and family, impact on my finances which are already stretched.	YES	n/a	
15	14/07/2014	Proforma	Housing 21	£5.05	This service is a LIFELINE this is the first time I have live on my own and due to mental health conditions. SEVERE DEPRESSION, ACUTE ANXIETY I have been in hospital 2009. The Lifeline service is invaluable in helping me maintain my condition and if withdrawn I would have to access CRISIS TEAM. Budget already stretched and activity which maintains my health may not have funds for.	YES	n/a	
16	14/07/2014	Proforma	Housing 21	£5.05	I am a single person which means less shopping for food, clothing, have to stay in more often	YES	n/a	
17	14/07/2014	Proforma	Housing 21	£5.05		NO	n/a	
18	14/07/2014	Proforma	Housing 21	£5.05		NO	n/a	
19	14/07/2014	Proforma	Housing 21	£5.05		NO	n/a	
20	14/07/2014	Proforma	Housing 21	£5.05		NO	n/a	
21	14/07/2014	Proforma	Housing 21	£5.05	if I have to pay this money then I will have to pay it and budget DLA is what I get	NO	n/a	
22	14/07/2014	Proforma	Housing 21	£5.05		NO	n/a	
23	14/07/2014	Proforma	Housing 21	£5.05		NO	n/a	
24	14/07/2014	Proforma	Housing 21	£5.05		NO	n/a	
25	14/07/2014	Proforma	Housing 21	£5.05	If I have to pay it then I will just have to pay it.	NO	n/a	
26	14/07/2014	Proforma	Housing 21	£3.67	To pay £3.67 week will not change my way of living.	NO	n/a	
27	14/07/2014	Proforma	Housing 21	£5.05	This will not affect me.	NO	n/a	
28	08/08/2014	Proforma		£1.03		YES	Yes	No Answer or message facility Letter sent 12-09-14
29	08/08/2014	Proforma		£1.17		NO	Yes	Message left Letter sent 12-09-14

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30	08/08/2014	Proforma		£1.17	For many £1.17 will have no effect on their lifestyle but for myself it will mean the difference between using quilted toilet paper and having to use that toilet paper we used at school. I am sure some of you will be familiar with it. It resembled greaseproof paper, I think it was called Sand??? I still remember the days, as a child when all my rear ended up chafed and red raw. Before implementing the additional charges, please consider the effects this could have on your service users health. I am sure that many will be stating the same and as we progressively get older, should we not be seeking to use softed, more quilted paper! Is this what you really wish to impose on us!	YES	Yes	Doesn't want a meeting any more gave him the number for RIACT as he just got out of hospital yesterday
31	08/08/2014	Proforma		£1.17	Can't understand forms	DON'T KNOW	YES	No Number Letter sent 12-09-14
32	08/08/2014	Proforma		£1.17		NO	Yes	No Answer or message facility Letter sent 12-09-14
33	08/08/2014	Proforma		£1.17		NO	No	
34	08/08/2014	Proforma		£1.17		NO	No	
35	08/08/2014	Proforma		£1.03		NO	No	
36	08/08/2014	Proforma		£1.03		NO	No	
37	08/08/2014	Proforma		£3		NO	No	
38	08/08/2014	Proforma		£1.17		NO	No	
39	08/08/2014	Proforma		£1.17		NO	No	
40	08/08/2014	Proforma		£1.17		NO	No	
41	08/08/2014	Proforma		£1.17		NO	No	
42	08/08/2014	Proforma		£1.17		NO	No	
43	08/08/2014	Proforma		£1.03		NO	No	
44	08/08/2014	Proforma		£1.03		NO	No	
45	08/08/2014	Proforma		£1.17		NO	No	
46	08/08/2014	Proforma		£1.17		NO	No	
47	08/08/2014	Proforma		£1.03		NO	No	

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48	08/08/2014	Proforma		£1.03		NO	No	
49	08/08/2014	Proforma		£1.17		NO	No	
50	08/08/2014	Proforma		£1.17		NO	No	
51	08/08/2014	Proforma		£1.17		NO	No	
52	08/08/2014	Proforma		£1.17		NO	No	
53	08/08/2014	Proforma		£1.17		NO	No	
54	08/08/2014	Proforma		£1.17		NO	No	
55	08/08/2014	Proforma		£1.17		NO	No	
56	08/08/2014	Proforma		£1.17		NO	No	
57	08/08/2014	Proforma		£1.17		NO	No	
58	08/08/2014	Proforma		£1.17		NO	No	
59	08/08/2014	Proforma		£1.17		NO	No	
60	08/08/2014	Proforma		£1.17		NO	No	
61	08/08/2014	Proforma		£1.03		NO	No	
62	08/08/2014	Proforma		£1.17		NO	No	
63	08/08/2014	Proforma		£1.17		NO	No	
64	08/08/2014	Proforma		£1.03		NO	No	
65	08/08/2014	Proforma		£1.17		NO	No	
66	08/08/2014	Proforma		£1.17		NO	No	
67	08/08/2014	Proforma		£1.17		NO	No	

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68	08/08/2014	Proforma		£1.17		NO	No	
69	08/08/2014	Proforma		£3		NO	No	
70	08/08/2014	Proforma		£1.17		NO	No	
71	08/08/2014	Proforma		£1.17		NO	No	
72	08/08/2014	Proforma		£1.17		NO	No	
73	08/08/2014	Proforma		£1.17		NO	No	
74	08/08/2014	Proforma		£1.17		NO	No	
75	08/08/2014	Proforma		£1.17		NO	No	
76	08/08/2014	Proforma		£1.17		NO	No	
77	08/08/2014	Proforma		£1.17		NO	No	
78	08/08/2014	Proforma		£1.17		NO	No	
79	08/08/2014	Proforma		£1.03		NO	No	
80	08/08/2014	Proforma		£1.17		NO	No	
81	08/08/2014	Proforma		£1.17		NO	No	
82	08/08/2014	Proforma		£1.17		NO	No	
83	08/08/2014	Proforma		£1.17		NO	No	
84	08/08/2014	Proforma	DBC	£1.03		NO	No	
85	08/08/2014	Proforma		£1.17		NO	No	

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86	08/08/2014	Proforma		£1.03		NO	No	
87	08/08/2014	Proforma		£1.17		NO	No	
88	08/08/2014	Proforma		£3		NO	No	
89	08/08/2014	Proforma		£1.17		NO	No	
90	08/08/2014	Proforma		£1.17		NO	No	
91	08/08/2014	Proforma		£1.17		NO	No	
92	08/08/2014	Proforma		£1.17		NO	No	
93	08/08/2014	Proforma		£1.17		NO	No	
94	08/08/2014	Proforma		£1.17		NO	No	
95	08/08/2014	Proforma		£1.17		NO	No	
96	08/08/2014	Proforma		£1.17		NO	No	
97	08/08/2014	Proforma		£1.17		NO	No	
98	08/08/2014	Proforma		£1.17		NO	No	
99	08/08/2014	Proforma		£1.17		NO	No	
100	08/08/2014	Proforma		£1.17		NO	No	
101	08/08/2014	Proforma		£1.17		NO	No	
102	08/08/2014	Proforma		£1.17		NO	No	
103	08/08/2014	Proforma		£1.17		NO	No	
104	08/08/2014	Proforma		£1.17		NO	No	
105	08/08/2014	Proforma		£1.17		NO	No	
106	08/08/2014	Proforma		£1.17		NO	No	

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107	08/08/2014	Proforma		£1.17		NO	No	
108	08/08/2014	Proforma		£1.17		NO	No	
109	08/08/2014	Proforma		£1.17		NO	No	
110	08/08/2014	Proforma		£1.17	Just put it on me rent and I will pay the £1.17 a week as got enough troubles with me mam who has severe dementia so just add to my rent and it will get paid. Cheers me Dears.	NO	No	
111	08/08/2014	Proforma		£1.17	I am in receipt of your latter. My monthly fee is £28. I have no problem paying this amount at present.	NO	No	
112	08/08/2014	Proforma		£1.17	Dun not need it as I have a phone and mobile	NO	No	Yes
113	08/08/2014	Proforma		£1.17	Will just have to be careful, I suppose, how I use my money.	NO	No	
114	08/08/2014	Proforma		£1.17	I am appalled you are considering reducing benefits of helpless people who need the lifeline services. As a service manager in private industry, with a departmental staff of 400, on a monthly basis all employees were checked to ensure they were gainfully employed.	NO	No	
115	08/08/2014	Proforma		£1.17	It will not affect me as to the best of my knowledge the charge for pull-cord is included in my rent as always.	NO	No	Yes
116	08/08/2014	Proforma		£1.17	P.S. I just feel sorry for people who can't aford things. We are very lucky not to be in that position.	NO	No	
117	08/08/2014	Proforma		£1.17	Thank you for this service	NO	No	
118	08/08/2014	Proforma		£1.17	Me Mam told me to write this as with her dementia she told me to say take it out or turn it off / (Attached note from J N Appleby.) Just add the £1.17 to her rent as I pick her pension up she will not realise she is paying it as I pick up her money and I am main carer for Jean Appleby.	NO	No	Yes
119	08/08/2014	Proforma		£1.03	I am willing to pay the extra charge for services.	NO	No	
120	08/08/2014	Proforma		£1.03	I receive Supported People benefit. At present I claim DLA Benefit but this is subject to change.	YES	No	

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121	08/08/2014	Proforma		£1.03	Yes it means less money in my pocket, when you only have small pensions to live on, any amount coming out extra means you have to cut down on food or heating. I only see the scheme manager now and then and when you need something doing, they say it's no good asking the council because they have no money spare and you will have to fix the situation yourselves. So we get less from you and now we have to pay more, it does not seem very fare.	YES	No	
122	08/08/2014	Proforma		£1.03	Because I rent allowance and council tax allowance	YES	No	
123	08/08/2014	Proforma		£1.03	Phillip will need this service, whatever the outcome (Creative Support)	YES	No	
124	08/08/2014	Proforma		£1.03	I won't be able to go out with friends or see my family often.	YES	No	
125	08/08/2014	Proforma		£1.17	Financially onlyon pension of £134 p.w.	YES	No	
126	08/08/2014	Proforma		£1.17	It may only be an extra £5 a month but I live dy by day and I have to budget down to the last penny. I have a 4 year old and he's already missing out on things as I only receive an ill-health pension. I struggle to pay my bills as it is and an option for me would be to cancel the service so putting mine and my son's life at risk.	YES	No	
127	08/08/2014	Proforma		£1.17	I may not be able to visit my family and friends as much	YES	No	
128	08/08/2014	Proforma		£1.17	It mill mean I am equivalent to a £60.84 per year decrease in my benefits.	YES	No	
129	08/08/2014	Proforma		£1.17	I will incur the additional cost	YES	No	
130	08/08/2014	Proforma		£1.17	will have to pay the charge of £1.17 per week.	YES	No	
131	08/08/2014	Proforma		£1.17	Will have to find the extra money	YES	No	
132	08/08/2014	Proforma		£3	I will have to pay. Will it be possible to pay by S/O through my bank?	YES	No	Yes (has requested we contact daughter, Maggie Colman tel:
133	08/08/2014	Proforma		£3	Folks on pension are on a limited income but as usual this isa case of DBC showing what a caring council they are should be uncaring.	YES	No	

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134	08/08/2014	Proforma		£3	At £5.21 per week this will be an increase to my budget of £22.58 per month, THEN you have to factor in a telephone line rental on top which you do not consider. This would make this ill, aside from rent, the largest bill I pay, greater than council tax, water, gas, etc. If this were the case I would cease using lifeline, get my phone line cut off and rely on my mobile phone.	YES	No	Yes
135	08/08/2014	Proforma		£3	Do not know	YES	No	Maybe
136	08/08/2014	Proforma		£1.03	I don't understand this I am on a state pension last week my pension went down from £15.87 to £15.77. I am 80 years old would you please let me know if I have to pay this? Thank you.	YES	No	Yes
137	08/08/2014	Proforma		£1.17	Not sure how HN phoned Mrs Kay is a very new tenant and only has it for reassurance , said she would prefer not tyo pay but knows she has to. Will manage to pay.	Probably	No	Maybe
138	08/08/2014	Proforma		£1.17	I am paying £5.21 weekly so will I be affected, phoned 11/8 no answer , left a message that explained getting SP of £2.34 ,left my number for him to speak to me if he had any comments	YES	No	Yes
139	08/08/2014	Proforma		£1.17	I do not know if I receive this subsidy HN rang Mrs Watson on the 11/8 and explained she is receiving SP She said that she does get concerned about managing , her care bill has increased because she has needed more help to have her ears syringed so now over £300, but she would just have to pay any increase.	YES	No	Yes
140	08/08/2014	Proforma		£1.17	I am unsure if I receive assistance with this service HN rang Mr Alderson 11/8/14 and advised him he is receiving SP so will be affected. Said he could manage to pay the additional without too much concern	YES	No	Yes
141	13/08/2014	Proforma		£1.03		NO	No	
142	13/08/2014	Proforma		£1.03		NO	No	
143	13/08/2014	Proforma		£1.03		NO	No	
144	13/08/2014	Proforma		£1.03		NO	No	

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145	13/08/2014	Proforma		£1.03		NO	No	
146	13/08/2014	Proforma		£1.03		NO	No	
147	13/08/2014	Proforma		£1.03		NO	No	
148	13/08/2014	Proforma		£1.03		NO	No	
149	13/08/2014	Proforma		£1.03		NO	No	
150	13/08/2014	Proforma		£1.03		NO	No	
151	13/08/2014	Proforma		£1.03		NO	No	
152	13/08/2014	Proforma		£1.03		NO	No	
153	13/08/2014	Proforma		£1.03		NO	No	
154	13/08/2014	Proforma		£1.03		NO	No	
155	13/08/2014	Proforma		£1.03		NO	No	
156	13/08/2014	Proforma		£1.03		NO	No	
157	13/08/2014	Proforma		£1.03		NO	No	
158	13/08/2014	Proforma		£1.03		NO	No	
159	13/08/2014	Proforma		£1.03		NO	No	
160	13/08/2014	Proforma		£1.03		NO	No	
161	13/08/2014	Proforma		£1.03		NO	No	
162	13/08/2014	Proforma		£1.03		NO	No	
163	13/08/2014	Proforma		£1.03		NO	No	
164	13/08/2014	Proforma		£1.03		NO	No	

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165	13/08/2014	Proforma		£1.03		NO	No	
166	13/08/2014	Proforma		£1.03		NO	No	
167	13/08/2014	Proforma		£1.03		NO	No	
168	13/08/2014	Proforma		£1.03		NO	No	
169	13/08/2014	Proforma		£1.03		NO	No	
170	13/08/2014	Proforma		£1.03		NO	No	
171	13/08/2014	Proforma		£1.03		NO	No	
172	13/08/2014	Proforma		£1.03		NO	No	
173	13/08/2014	Proforma		£1.03		NO	No	
174	13/08/2014	Proforma		£1.03		NO	No	
175	19/08/2014	Proforma		UNKNOWN	No answer	DO NOT KNOW	NO	
176	19/08/2014	Proforma		£1.17	May impede on certain payments.	DON'T KNOW	NO	
177	13/08/2014	Proforma		£1.17	Not at the moment but how much will it be in 2 to 3 years time	DON'T KNOW	No	
178	13/08/2014	Proforma		£1.17	Im only on jobseekers, im struggling to buy my weekly food shop as well as pay my bills. I don't use these pullcords - there were in the property when i moved in.	DON'T KNOW		MAYBE
179	18/08/2014	Proforma		£1.03	Don't understand any of this.	DON'T KNOW	NO	number obsolete spoke to Chris to ask him to ring office'
180	13/08/2014	Proforma		£1.03		NO	No	

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181	13/08/2014	Proforma		£1.03		NO	No	
182	13/08/2014	Proforma		£1.03		NO	No	
183	13/08/2014	Proforma		£1.03		NO	No	
184	13/08/2014	Proforma		£1.03		NO	No	
185	13/08/2014	Proforma		£1.03		NO	No	
186	13/08/2014	Proforma		£1.03		NO	No	
187	13/08/2014	Proforma		£1.03		NO	No	
188	13/08/2014	Proforma		£1.03		NO	No	
189	13/08/2014	Proforma		£1.03		NO	No	
190	13/08/2014	Proforma		£1.03		NO	No	
191	13/08/2014	Proforma		£1.03		NO	No	
192	13/08/2014	Proforma		£1.03		NO	No	
193	13/08/2014	Proforma		£1.03		NO	No	
194	13/08/2014	Proforma		£1.03		NO	No	
195	13/08/2014	Proforma		£1.03		NO	No	
196	13/08/2014	Proforma		£1.03		NO	No	
197	13/08/2014	Proforma		£1.03		NO	No	
198	13/08/2014	Proforma		£1.03		NO	No	
199	13/08/2014	Proforma		£1.03		NO	No	
200	13/08/2014	Proforma		£1.03		NO	No	
201	13/08/2014	Proforma		£1.03		NO	No	
202	13/08/2014	Proforma		£1.03		NO	No	
203	13/08/2014	Proforma		£1.03		NO	No	
204	13/08/2014	Proforma		£1.03		NO	No	
205	13/08/2014	Proforma		£1.03		NO	No	
206	13/08/2014	Proforma		£1.03		NO	No	
207	13/08/2014	Proforma		£1.03		NO	No	

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208	13/08/2014	Proforma		£1.03		NO	No	
209	13/08/2014	Proforma		£1.17		NO	No	
210	13/08/2014	Proforma		£1.17		NO	No	
211	13/08/2014	Proforma		£1.17		NO	No	
212	13/08/2014	Proforma		£1.17		NO	No	
213	13/08/2014	Proforma		£1.17		NO	No	
214	13/08/2014	Proforma		£1.17		NO	No	
215	13/08/2014	Proforma		£1.17		NO	No	
216	13/08/2014	Proforma		£1.17		NO	No	
217	13/08/2014	Proforma		£1.17		NO	No	
218	13/08/2014	Proforma		£1.17		NO	No	
219	13/08/2014	Proforma		£1.17		NO	No	
220	13/08/2014	Proforma		£1.17		NO	No	
221	13/08/2014	Proforma		£1.17		NO	No	
222	13/08/2014	Proforma		£1.17		NO	No	
223	13/08/2014	Proforma		£1.17		NO	No	
224	13/08/2014	Proforma		£1.17		NO	No	
225	13/08/2014	Proforma		£1.17		NO	No	
226	13/08/2014	Proforma		£1.17		NO	No	
227	13/08/2014	Proforma		£1.17		NO	No	
228	13/08/2014	Proforma		£1.17		NO	No	
229	13/08/2014	Proforma		£1.17		NO	No	
230	13/08/2014	Proforma		£1.17		NO	No	
231	13/08/2014	Proforma		£1.17		NO	No	
232	13/08/2014	Proforma		£1.17		NO	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
233	13/08/2014	Proforma		£1.17		NO	No	
234	13/08/2014	Proforma		£1.17		NO	No	
235	13/08/2014	Proforma		£1.17		NO	No	
236	19/08/2014	Proforma		£1.17	Do not make the poor vulnerable people lose out to the tory government yet again Darlington council. I think this subsidy should not be stopped. Some pensioners and disabled people can't cope with losing any money as food and fuel especially are going up and benefits and private pensions do not rise enough. Is supposed to be a labour lead and stand up for the weak and poor.	DON'T KNOW	YES	Spoke to Miss P today as per your Email , She was very courteous and obliging, and said she does not want to go any further with her comments. She actually could not remember sending the letter, but was more interested in other people's opinions and worries. When we explained things to her she was fine and does not want to go further and was happy with
237	13/08/2014	Proforma		£1.17		NO	No	
238	13/08/2014	Proforma		£1.17		NO	No	
239	13/08/2014	Proforma		£1.17		NO	No	
240	13/08/2014	Proforma		£1.17		NO	No	
241	13/08/2014	Proforma		£1.17		NO	No	
242	13/08/2014	Proforma		£1.17		NO	No	
243	13/08/2014	Proforma		£1.17		NO	No	
244	13/08/2014	Proforma		£1.17		NO	No	
245	13/08/2014	Proforma		£1.17		NO	No	
246	13/08/2014	Proforma		£1.17		NO	No	
247	13/08/2014	Proforma		£1.17		NO	No	
248	13/08/2014	Proforma		£1.17	I don't think i should have been sent this letter - what a waste of paper and postage	NO	No	
249	13/08/2014	Proforma		£1.17		NO	No	
250	13/08/2014	Proforma		£1.17		NO	No	
251	13/08/2014	Proforma		£1.17		NO	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£1.03		NO	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£1.03		NO	No	
	13/08/2014	Proforma		£1.03	I am happy to pay the extra £1.03 has i need the lifeline service due to ill health	NO	No	
	13/08/2014	Proforma		£1.03	I am very happy with the service provided. Do not mind paying £1.03 per week for it. It is well worth it for the peace of mind it gives me. Thank you.	NO	No	
	13/08/2014	Proforma		£1.03	if applicable to me will have no effect	NO	No	
	13/08/2014	Proforma		£1.03	I need the lifeline. It is good. We need it.	NO	No	
	13/08/2014	Proforma		£1.03	No idea how much is being charged for above services and what cost in the future. I also don't use scheme management support.	NO	No	MAYBE
	13/08/2014	Proforma		£1.17	As much older tenants with health issues we need this service which gives us peace of mind, should we need it we know we can get help. Therefore we are prepared to pay for it. Thank you.	NO	No	
	13/08/2014	Proforma		£1.17	Does not affect my mother but feel that the subsidy may be very beneficial to those that get it.	NO	No	
	13/08/2014	Proforma		£1.17	I am a private lifeline client and am not in receipt of financial help. I pay a monthly charge to DBC by direct debit. I am the owner of the flat? I occupy, along with a garage, which is leasehold, for which i pay council tax. I took up residence on Wednesday 10 June 1992. My solicitor, Ms Anne Elliott (??) dealt with affairs of my brother, Harold White, and myself at that time. Lifeline has been a much needed service to me in the past and present time as i have been targeted by major theft and? By neighbours, of possessions, deed boxes, and of course my car. I wish to continue with lifeline as a private client and i hope that those persons less fortunate hear of a happy outcome. Yours truly, aw.	NO	No	
	13/08/2014	Proforma		£1.17	The amounts i pay for this year is £22.58 per month and have a payment card, and pay at the same time as i pay my council tax of £87 per month. Sometimes I've thought of giving up with my lifeline but since i fell and fractured my leg i was pleased with the assistance I received. Thank you.	NO	No	
	13/08/2014	Proforma		£1.17	I do not receive the supporting people subsidy. Note: - the current equipment has a very limited range - perhaps you should consider extending that range for people with large gardens.	NO	No	
	13/08/2014	Proforma		£1.17	i don't have either had them taken out when i moved in 3 yrs. ago	NO	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£1.17	Some people want everything for free! If they really need the excellent, efficient and courteous service provided by lifeline they should have to pay the whole amount, unless, of course, they are really destitute!!	NO	No	
	13/08/2014	Proforma		£1.17	I will pay the £1.17 charge	NO	No	
	13/08/2014	Proforma		£1.17	I have walking difficulties but provide my own transport, the pull cord service is important to me as sometimes i have falls and can call the warden out. I don't mind paying extra for these services.	NO	No	
	13/08/2014	Proforma		£1.17	I already pay all charges	NO	No	
	13/08/2014	Proforma		£1.17	I have completed this on behalf of my mother and although it will naturally affect her finances we still feel it is worth peace of mind.	NO	No	
	13/08/2014	Proforma		£1.17	Don't think i get this anyway (SPS) i am unable to leave my home so i will not attend any meetings. Please discuss with my daughter any issues.	NO	No	
	13/08/2014	Proforma		£1.17		NO	No	
	13/08/2014	Proforma		£1.17	it will not affect me at all	NO	No	
	13/08/2014	Proforma		£1.17	I pay monthly by direct debit and understand that this will not affect me. If it were to increase my monthly payment by £5.07 (i.e. £1.17 x 52 / 12) i would have to consider whether to continue as it would be £27.65 per month.	NO	No	MAYBE
	13/08/2014	Proforma		£1.17	It is more money. You can do no more then pay it. That is it.	NO	No	
	13/08/2014	Proforma		£3.00		NO	No	
	13/08/2014	Proforma		£3.00	My mother will pay more. She is housebound and needs this service. One leg, deaf, nearly blind. The reasons.	NO	No	
	18/08/2014	Proforma		£1.17	no answer	NO	NO	
	18/08/2014	Proforma		£1.17	no answer	NO	NO	
	18/08/2014	Proforma		UNKNOWN	no answer	NO	NO	
	18/08/2014	Proforma		£1.03	no answer	NO	NO	
	18/08/2014	Proforma		UNKNOWN	no answer	NO	NO	
	18/08/2014	Proforma		UNKNOWN	no answer	NO	NO	
	18/08/2014	Proforma		£1.17	no answer	NO	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	18/08/2014	Proforma		£1.17	no answer	NO	NO	
	18/08/2014	Proforma		£1.17	no answer	NO	NO	
	18/08/2014	Proforma		£1.17	no answer	NO	NO	
	18/08/2014	Proforma		£1.03	No answer	NO	NO	
	18/08/2014	Proforma		£1.17	No answer	NO	NO	
	18/08/2014	Proforma		£1.17	No answer	NO	NO	
	18/08/2014	Proforma		£1.17	No answer	NO	NO	
	18/08/2014	Proforma		£1.03	No answer	NO	NO	
	18/08/2014	Proforma		£1.17	No answer	NO	NO	
	18/08/2014	Proforma		£1.03	No answer	NO	NO	
	18/08/2014	Proforma		£1.03	No answer	NO	NO	
	18/08/2014	Proforma		£1.17	No answer	NO	NO	
	18/08/2014	Proforma		£1.03	No answer	NO	NO	
	18/08/2014	Proforma		£1.03	Quite often i get no morning call. I am 93 sep. No-one helps me at all, i live on my own and very independent for my age, very disabled	NO	NO	Lady receives calls everyday
	18/08/2014	Proforma		UNKNOWN	Do not wish to have lifeline, no house telephone.	NO	NO	
	19/08/2014	Proforma		£1.17	I have had my lifeline for 5 and a half years when you live on your own to me its like having another person in the house. When you don't feel too well, to me its worth every penny no matter how much it goes up i would rather do with something less if i needed to do. I pay £22.58 a month	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		UNKNOWN	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£3.00	No answer	NO	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		UNKNOWN	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	13/08/2014	Proforma		£1.03	As i am only receiving £377 per month pension i am on a reduced rent of approx £17 per week	NO	YES	Mrs Mann doesn't like living in BHD and is wanting to move, concerned how people on a small budget are manging, reassured, does not want a meeting now
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.17	Will not effect me	NO	NO	
	19/08/2014	Proforma		£1.17	No answer	NO	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	19/08/2014	Proforma		£1.03	No answer	NO	NO	
	20/08/2014	Proforma		£1.03		NO	NO	
	20/08/2014	Proforma		£1.17		NO	NO	
	26/08/2014	Proforma		£3.00	No answer	NO	NO	
	26/08/2014	Proforma		£1.03	No answer	NO	NO	
	26/08/2014	Proforma		£1.17	No answer	NO	NO	
	26/08/2014	Proforma		£1.17	It shouldn't. We do not have the pull cord in our flat so we should not be charged anything.	NO	NO	
	26/08/2014	Proforma		£1.17	No answer	NO	NO	
	26/08/2014	Proforma		£1.03	No answer	NO	NO	
	26/08/2014	Proforma		£1.17	No answer	NO	NO	
	26/08/2014	Proforma		£1.17	No answer	NO	NO	
	26/08/2014	Proforma		£1.03	No answer	NO	NO	
	26/08/2014	Proforma		£1.03	Will not effect me	NO	NO	
	26/08/2014	Proforma		£1.03	No answer	NO	NO	
	29/08/2014	Proforma		£1.03		NO	NO	
	29/08/2014	Proforma		£1.03		NO	NO	
	29/08/2014	Proforma		£1.03		NO	NO	
	29/08/2014	Proforma		£1.03		NO	NO	
	29/08/2014	Proforma		£1.03		NO	NO	
	29/08/2014	Proforma		£1.17		NO	NO	
	29/08/2014	Proforma		£1.17		NO	NO	
	29/08/2014	Proforma		£1.17		NO	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	29/08/2014	Proforma		£1.17		NO	NO	
	29/08/2014	Proforma		£1.17		NO	NO	
	29/08/2014	Proforma		£1.17	I am under the impression that i have never received a means-tested supporting people subsidy. Is this correct? (has been contacted)	NO	NO	
	18/08/2014	Proforma		£1.03	As long as I only pay £1.03 per week I don have a problem.	NO	YES	No Answer or message facility Letter sent 12-09-14
	19/08/2014	Proforma		£1.17	It will not affect me but i think increasing charges for things like these, which is a service very beneficial to a lot of peoples lives and health, is unfair means of getting more money out of people who have no other choice than to pay the increase. Perhaps if the council stop overpaying their staff in higher positions, there would be sufficient funds for the lifeline program for people with financial issues.	NO	YES	Concerned how people are managing on a low income, explained we are working with external agencies to ensure benift entitlements are correct, does not want ameeting now.
	19/08/2014	Proforma		£1.03	No answer	No answer	NO	
	19/08/2014	Proforma		£1.03	I do not know if I get supporting people help and I get pension credits.	NO ANSWER	NO	
	19/08/2014	Proforma		UNKNOWN	I do not want this service anymore. Please disconnect.	No answer	NO	Spoke to this lady she will keep it until April.
	19/08/2014	Proforma		£3.00	The main recipient of this service was my sister who died about 1 and a half years ago. At present i no longer have required your help but will contact you if becomes necessary.	NO ANSWER	NO	
	19/08/2014	Proforma		UNKNOWN	I live alone my health is not good and I feel safe with lifeline. My family are here daytime but not at night.	NO ANSWER	NO	
	19/08/2014	Proforma		£1.17	No answer	No answer	YES	Does not want a meeting
	19/08/2014	Proforma		UNKNOWN	No answer	No answer	YES	n/a
	18/08/2014	Proforma		£1.03	I have a lower rent regarding my living alone as a single occupier i believe but £1.03 doesn't seem too much as an OAP I don't go far anyway	NOT SURE	NO	
	13/08/2014	Proforma		£1.03	It's just more money to pay out which i can do without. There seems to be no end to increases.	YES	No	
	13/08/2014	Proforma		UNKNOWN	I will struggle to the £5.21 a week due to being on benefit and my husband is on pension.	YES	No	
	13/08/2014	Proforma		UNKNOWN	Can afford £270 a year I would rather you just removed this from my premises.	YES	No	MAYBE
	13/08/2014	Proforma		£1.03	I am on income support and pension credit. I don't know if this will affect me.	YES	No	MAYBE
	13/08/2014	Proforma		£1.03	More rent to pay	YES	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£1.03	The pull cord system is handy if you take ill when the warden is not on site and i think it's a disgrace that we will be charged extra for this service. I will have to opt out of this service.	YES	No	
	13/08/2014	Proforma		£1.03		YES	No	
	13/08/2014	Proforma		£1.03	I will be £1.03 worse off.	YES	No	
	13/08/2014	Proforma		£1.03	It will put my rent payments up.	YES	No	
	13/08/2014	Proforma		£1.03	Currently don't pay but may have to next year.	YES	No	
	13/08/2014	Proforma		£1.03	Will cost me more I am in pension credit assessed.	YES	No	
	13/08/2014	Proforma		£1.03	Increase in rent.	YES	No	
	13/08/2014	Proforma		£1.03	Means rent will go up £1.03 per week.	YES	No	
	13/08/2014	Proforma		£1.03	Rent will go up?	YES	No	
	13/08/2014	Proforma		£1.03	Sorry i cannot get to see you! It's due to WWII war wounds also my disability. I am 92 years old in a few weeks! Housebound and disabled. So when the time comes ok ease withdraw your ("pull cord fees!) By direct debit - as per my rent-rates and garage from my bank at the moment. (on the 1st April 2015)	YES	No	
	13/08/2014	Proforma		£1.03	The net effect will be an increase in outgoing expenditure for lifeline services, reflected in an increase on the rent account. This will inevitably mean less disposable income for other personal requirements - food, clothing, energy usage, etc.	YES	No	
	13/08/2014	Proforma		£1.03	Leaves me with less to go round other things.	YES	No	
	13/08/2014	Proforma		£1.03	Ma wife is disabled. A try to take hir out as mutch as posabell. She allso has a eating disorder and memory loss.	YES	No	
	13/08/2014	Proforma		£1.03	I am on pension credit, so the amount i have left after payments, rent, c. Tax, etc. Is the minimum i am entitled to. You are proposing to alter this.	YES	No	
	13/08/2014	Proforma		£1.03	A rent increase will effect me also i have never used the service and although this is in with my rent family can get here quicker than the service.	YES	No	MAYBE
	13/08/2014	Proforma		£1.03	I don't agree to paying for this service. I have been in the property for over 10 years.	YES	No	MAYBE
	13/08/2014	Proforma		£1.03		YES	No	
	13/08/2014	Proforma		£1.03	It will affect my direct debit monthly, so please let me know what the new amount will be.	YES	No	
	13/08/2014	Proforma		£1.03		YES	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£1.03	I am on pension credit so will pay the £1.3 per week	YES	No	
	13/08/2014	Proforma		£1.03	I agree to whatever is proposed in my case	YES	No	
	13/08/2014	Proforma		£1.03	It means i have less money to spend on things i need, everything else is going up in price so i am loosing my standard of living	YES	No	
	13/08/2014	Proforma		£1.03	Rent will go up.	YES	No	
	13/08/2014	Proforma		£1.03	It will increase our monthly direct debit by £4.46	YES	No	
	13/08/2014	Proforma		£1.03	More money out of our pension. Are we going to get any more help from the scheme manager other than good morning are you alright. Half the time they turn off before you can tell them what you want to say.	YES	No	
	13/08/2014	Proforma		£1.03	I live in sheltered warden controlled premises.	YES	No	
	13/08/2014	Proforma		£1.17	Just dad will have to pay more. This was not mentioned when we took the lifeline out a month ago.	YES	No	
	13/08/2014	Proforma		£1.17	Any increase in outgoings affects me on a fixed pension it will cooinside with increases in rent and council tax benefit subsidy being cut my current years pension increase was totally eaten up with less housing and council tax benefit so i have to accept it and go to bed as soon as it is dark to save money on heating and light.	YES	No	MAYBE
	13/08/2014	Proforma		£1.17		YES	No	
	13/08/2014	Proforma		£1.17	I don't get any help paying for lifeline	YES	No	
	13/08/2014	Proforma		£1.17	The increase will affect me because i pay for my pullcord	YES	No	
	13/08/2014	Proforma		£1.17	Being on pension credit every penny counts, so this £1.17 means a lot to me example its 4 pints of milk a week, or less to put on the heating.	YES	No	
	13/08/2014	Proforma		£1.17	The extra £1.17 is nominal so i would not mind having to pay the extra if it has to be	YES	No	
	13/08/2014	Proforma		£1.17	Every year you put the rent up and services get no better. We can only afford so much. I would stop using the lifeline. We are getting squeezed every year why should old people or disabled people pay more.	YES	No	MAYBE
	13/08/2014	Proforma		£1.17	I don't know if it will affect me or not	YES	No	
	13/08/2014	Proforma		£1.17	It would affect me as i receive supported people benefit	YES	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£1.17	I don't really understand this change pout i feel i cant pay anymore than i do at present. I am to ? Please let me know if there is to be an increase as i don't want to be in any debt as i am on pension.	YES	No	
	13/08/2014	Proforma		£1.17	We find it harder with the cost of living going up and every little bit saved helps us.	YES	No	
	13/08/2014	Proforma		£1.17	I will have to pay an extra £60 per year which will have to ome out of my pension and that means less money to spend somewhere (i have been considering having this taken out, because luckily i havent needed or used this service).	YES	No	
	13/08/2014	Proforma		£1.17	I may have to pay more for my services	YES	No	
	13/08/2014	Proforma		£1.17	Seeing as the new thing is already installed what's the point in talking about it now. Bit late.	YES	No	MAYBE
	13/08/2014	Proforma		£1.17	My mother is 92 and relies on this invaluable service. It is indeed a lifeline for her and as such it should be provided free of charge. My mother has only her state pension to exist on and can ill-afford to pay for the necessary support/	YES	No	
	13/08/2014	Proforma		£1.17	Being on a fixed income any increases in charges emean taking money out of some other "purse" e.g. Heating or food shopping this service is meant for vulnerable people and should be provided free especially to pensioners.	YES	No	
	13/08/2014	Proforma		£1.17	It depends how much i have to pay if it's only £1.17pw it wont be too bad any more i wont be able to afford it im only on pension credit i would like to cancel the lifeline i have a big family they will look after me	YES	No	
	13/08/2014	Proforma		£1.17	It will affect me because i will have less money spare it is bad enough now	YES	No	
	13/08/2014	Proforma		£3.00	Due to the fact i am disabled and have a carer i don't work not even my husband we glade we getting finding to help us. Due to us claiming housing benefits. It's a struggle coping with our finances. Due to the rises of bills and having now to pay a percentage council tax this will increase our money take out and people on low income will struggle more to reach payments.	YES	No	MAYBE
	13/08/2014	Proforma		£3.00	I cannot afford any more deductions from my pension i will just have to let the lifeline go.	YES	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£3.00	Having to pay more for this essential service leaves less money for other services to enable me to stay at home.	YES	No	MAYBE
	13/08/2014	Proforma		£3.00	As i can not go out the house unattended without my daughter who - i rely on my lifeline 24/7. I am lucky i have not had to use it in an emergency yet but it is the only connection to get help. £21 per month is a lot out of my pension.	YES	No	
	13/08/2014	Proforma		£3.00	It is quite a bit more to pay considering a lot of people only get a basic pention so it is a big change, but on the other hand it is a very helpful thing to have, as i feel more at ease having it, as my granddaughter cares for me she cant be with me 24/7 eg when shopping or taking daughter to school, so hopefully it doesnt effect people in the way they can't afford it anymore and have to have it taken out	YES	No	
	13/08/2014	Proforma		£3.00	This is an essential service for me so i will have to pay the increase and revise my budget accordingly.	YES	No	MAYBE
	13/08/2014	Proforma		£3.00	I currently pay £9.58 = £521 per wk means a considerable increase which will mean i will have cut back on having to pay the difference - this is important to me at 92 years old!	YES	No	
	13/08/2014	Proforma		£3.00	Less to spend on other needs. A cut on the most vulnerable part of the community.	YES	No	MAYBE
	13/08/2014	Proforma		£3.00	I use ? A lot as i am partially sighted so i will have to cut that down.	YES	No	
	13/08/2014	Proforma		£3.00	Cost more per month	YES	No	
	13/08/2014	Proforma		£3.00	I don't get out of the house except to shuffle up to the front gate for a few minutes. I manage to get to church on sundays with the help of good friends. That is the only time i leave home. Visitors are very rare.	YES	No	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£3.00	As i am severely visually impaired and can't read or write, my daughter has filled out this form. Please see attached. I am housebound. I am 86 years old, had a stroke in 2011 which has left me unable to get around my flat without the use of a walking frame and am severely visually impaired. Therefore i rely on my lifeline and find it reassuring to know i can use this service when needed which allows me to stay living in my flat, with the help of carers. Withdrawing the subsidy will more than double what i pay now and will have an impact on my finances. It will mean i will jhave to be very careful on what i spend, i.e. My daughter and her husband take me out in my wheelchair once a week for lunch and i think this will have to stop if my subsidy is taken away. I do look forward to this as i am housebound and can't get out on my own.	YES	No	MAYBE
	13/08/2014	Proforma		UNKNOWN	Any increase in charges will result in my terminating the lifeline contract.	YES	YES	Spoken to Mr Lumsden. He will be cancelling in March. He is also going to Age UK to have benefit check. J Lamont
	13/08/2014	Proforma		UNKNOWN	If the proposed changes to lifeline services take place i will not be able to afford to pay for the service and will probably and reluctantly have to cancel.	YES	YES	Spoke with Mr H did not want meeting will be withdrawing from the service, refused CAB referral. Keys
	13/08/2014	Proforma		UNKNOWN	Paying for it out of our own money	YES	UNKNOWN	MAYBE
	13/08/2014	Proforma		£1.03	For four years i have paid for lifeline peace of mind - i have never used it - i pay nine pounds per month. I am 93 years old and pay carers - provided by heritage care a service through darlington council. If the lifeline payment is not enough i will cancel it altogether - but anymore money taken from my account will cancel d.d. Yours mary	YES	YES	No Answer or message facility Letter sent 12-09-14
	13/08/2014	Proforma		£1.03	I don't think so	YES	YES	doesn't want a meeting happy to pay the extra
	13/08/2014	Proforma		£1.17	I don't know if these changes will affect me or not, please let me know by phone (07854496810)	YES	YES	n/a
	13/08/2014	Proforma		£1.17	I am on housing benefit housing tax	YES	YES	Thanks for calling me back, I'll see how I manage
	13/08/2014	Proforma		£1.17	This will only affect me if it is added to what i already pay if it was added i think i would withdraw	YES	YES (IF THE MEETING IS IN SEPT CANNOT COME)	As the consultation is in Sept HN will ring her in Oct

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	13/08/2014	Proforma		£1.17	I feel we are being made to pay for something we do not want - surely that is against our rights. We have never used this in 8 years but have had to pay for it. Also we pay for 1 visit per year for what we pay is not acceptable. "was verbally abusive when trying to complete"	YES	YES	Norma will speak to this gentleman and get back to us
	13/08/2014	Proforma		£1.17	I have no income besides housing benefits state pension and pension credit	YES	YES	Number unobtainable Letter sent 12-09-14
	13/08/2014	Proforma		£1.17	A rent increase will effect me also i have never used the service and although this is in with my rent family can get here quicker than the service.	YES	YES	Has to manage will think about Attendance Allowance and ring if she needs help with it
	13/08/2014	Proforma		£1.17	I don't agree to paying for this service. I have been in the property for over 10 years.	YES	YES	Said it has already been withdrawn advised him to contact his housing officer
	13/08/2014	Proforma		£1.17		YES	YES	Private Lifeline Client - advised that she already pays full price - no change. J Lamont
	13/08/2014	Proforma		£1.17	It will affect my direct debit monthly, so please let me know what the new amount will be.	YES	YES	No number Letter sent 12-09-14
	13/08/2014	Proforma		£1.17	Dear sirs on 2nd February 2009, the present alarm system was installed as to my late wife's illnesses. Since then it has been updated to digital as i have now lived on my own since my wife's passing in January 19th in Rydal care home. I, myself was seriously ill in hospital and I was allowed to live at this address as noted, as i had an alarm system to call for medical help via Darlington borough council. According to the rental charges as from 7th April 2014, i pay warden charges of £5.21 a week. Even though I do not have a warden to visit me. I think this should be looked into, as charging me another £1.17p per week is outrageous, being a pensioner of 87 plus years old. I would appreciate if this could be looked into. Yours sincerely d h smith. *anita spoke to client 12.8./14*	YES		Anita Martin spoke to him and explained term of tenancy and reassurred him cost increase is from April 15 if adopted
	13/08/2014	Proforma		£1.17	Because only on £148 wk pension inc pension credit get nothing extra in form of any benefits at all! Am struggling to live now!!	YES	YES	No Answer or message facility Letter sent 12-09-14
	18/08/2014	Proforma		UNKNOWN	UNTIL NOW I HAVE NOT HAD TO PAY FOR THE SERVICE. BUT I WILL GLADLY PAY TOWARDS SUCH A GOOD SERVICE, FOR MY OWN PIECE OF MIND THANK YOU	YES	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	18/08/2014	Proforma		UNKNOWN	HEALTHWISE AS MY WIFE AND I ARE IN OUR EIGHTIES AND IN POOR HEALTH IT IS ESSENTIAL THAT WE HAVE THE LIFELINE AND 320.84 FOR 4 WEEKS IS MORE THAN WE CAN AFFORD TO PAY	YES	NO	
	18/08/2014	Proforma		£1.17	I pay for this service out of my pension so I will be worse off for day to day living	YES	NO	
	18/08/2014	Proforma		UNKNOWN	With the increase next April-rent-c tax-water-it maybe a slight problem	YES	NO	
	18/08/2014	Proforma		£1.17	One less meal a week	YES	NO	
	18/08/2014	Proforma		£3.00	I object to its big change this council are penelising to pensioners any way they can. It's too much of a rise. Maybe i will give it up too expensive.	YES	NO	
	18/08/2014	Proforma		UNKNOWN	I go with my sister on a Friday to a sandwich lunch and if i forgo this that would cover the present price	YES	NO	
	18/08/2014	Proforma		£1.17	Because it is extra money I can't afford to pay out. The lifeline service was already in the premises when i moved in and i never use it.	YES	NO	
	18/08/2014	Proforma		£1.17	I am only on job seekers allowance. The amount i get a week is only £72.40 any exter money i cannot aford to pay out.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	If I had to pay for this it would mean i have less money for food. I already have to pay for phone line rental. If it was charged i would have to consider getting it taken out.	YES	YES	No answer - message left Letter sent 12-09-14
	19/08/2014	Proforma		£1.17	I don't think £1.17 is too much to pay but i would not like it to constantly increase over time	YES	NO	
	19/08/2014	Proforma		UNKNOWN	It's just another way to hit the vulnerable pensioners, as a pensioner who worked all her life to allow a decent pension, and i pay income tax on my pension. As i get a small rent and council tax benefit, i currently received the service free, if howver this changes, i shall withdraw from the scheme as i will not be able to afford a drop of £20+ not because i go out smoke or drink but just to exist in daily living.	YES	YES	Mrs Lewis said that she will not keep the service when SP ends next March. She is a befriender for Age UK and is not in receipt of Attendance Allowance.
	19/08/2014	Proforma		£3.00	Depends on how much increase it is my lifeline. I won't be able to afford any more i am 77 and you will have to take the machine back now sorry I can't afford it I have just been diagnosed with diabetes and a heart condition too.	YES	NO	
	19/08/2014	Proforma		£1.17	Due to increase in fuel bills and food bills I will find that it will be a further strain on my finances.	YES	NO	
	19/08/2014	Proforma		£1.17	I am a disabled person and at the moment I am struggling with my finance and already short for all payments and extra payments very badly affect my life.	YES	ITS DIFFICULT	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.03	I live in council property with a pullcord my spb allowance fluctuate from time to time and £1.17 per week would reduce my personal spare cash allowance. I would like thee use of a lifeline system preferably by the use of a pull cord and intercom with access to the manager on duty.	YES	NO	
	19/08/2014	Proforma		£1.17	The extra money you charge will not be available for my other needs	YES	NO	
	19/08/2014	Proforma		£3.00	It means I will have to pay the new rate in 1st April 2015 it is a very good service for my as my family lives away and it gives them peace of mind as well as myself. My husband passed away 3 April	YES	NO	
	19/08/2014	Proforma		UNKNOWN	We are on income support and we can't afford to pay the extra £5.21 as we are paying off money we owe and we don't have very much to live on.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	We cannot afford to pay the extra money so we will leave it for now.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	It would cost me money I cannot afford. At present, I pay nothing. I do not feel I need this lifeline I am only 62 and would happily have it disconnected if this can be arranged	YES	NO	
	19/08/2014	Proforma		£3.00	I have a fixed income and I cannot make up any more money. I have a job keeping my car on the road and without it I would be a prisoner.	YES	YES	No answer - message left Letter sent 12-09-14
	19/08/2014	Proforma		£1.10	could affect going to Age UK and seeing friends and family.	YES	NO	
	19/08/2014	Proforma		£1.17	It will mean I have to pay for it.	YES	NO	
	19/08/2014	Proforma		£1.03	No answer	YES	NO	
	19/08/2014	Proforma		£1.17	It will be £60.84 per year extra on our bills that with other increases that will come in April 2015. We will be unable to pay them all. Therefore we will have to manage without.	YES	NO	
	19/08/2014	Proforma		£1.17	I don't pay for lifeline it is included in my rent so I will have to pay the increase.	YES	NO	
	19/08/2014	Proforma		£1.03	Any cut in any benefit affects us, but we have to learn to manage it. Hoping it won't make too much of a difference year after year. We know the reasons why these cuts have to be made, and hope the council are also making cuts accordingly.	YES	NO	
	19/08/2014	Proforma		£1.03	Paying more each week adds up over time year which will of course affect the money in my pocket.	YES	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.03	Because i only get £149 per week (state pension and guarentee pension credit) it will affect me as every little helps. Money is very tight as i have to pay out everything on this £148 a week	YES	NO	
	19/08/2014	Proforma		£1.03	Now have to pay	YES	NO	
	19/08/2014	Proforma		£1.03	Money	YES	NO	
	19/08/2014	Proforma		£3.00	Can not afford it please send someone to remove Lifeline machine.	YES	NO	Been informed it will be collected in rent.
	19/08/2014	Proforma		£1.03	It will have very little effect on me but would like to know how it will be collected	YES	YES	Been informed it will be collected in rent.
	19/08/2014	Proforma		UNKNOWN	Leave myself short of money.	YES	NO	
	19/08/2014	Proforma		£1.03	I am claiming benefits.	YES	NO	
	19/08/2014	Proforma		£1.03	I will have to pay the extra £1.03 a week. I will be able to manage to pay for this.	YES	NO	
	19/08/2014	Proforma		£1.03	Only having pension. Every penny counts.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	£20.84 is a lot out of my pension a month.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	We work on a tight budget as it is now-so this will mean trips out to see our children and grandchildren	YES	NO	
	19/08/2014	Proforma		£1.17	I am blind aged 88 and live alone and do not go out.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	As i am reliant on my benefits the payment of £5.21 per week will definitely affect me. I have asthma and angina and regular visits to the ne coast to help my health, , especially as Darlington is so dusty due to roadwors etc.	YES	YES	This lady will not be keeping the service when SP relief is withdrawn. J Lamont
	19/08/2014	Proforma		£1.03	It will affect the amount of money available to me each week and will be difficult for me to manage. It will have an impact on social activities such as going to church and into town	YES	NO	
	19/08/2014	Proforma		£1.03	Only that I have extra £1.03 to pay. Happy with this.	YES	NO	
	19/08/2014	Proforma		£1.17	It will affect me because i will have to pay the extra which does not seem much but as my rent has gone up immensely and having to pay the bedroom tax it is just too much-i owe the bank around £300 and i don't think i will be able to pay this extra charge. I am also £70.80 per week short in my benefits.	YES	NO	
	19/08/2014	Proforma		£3.00	I am finding it hard to get about now-i need to get a taxi now and again also i have to get help to do the garden as my knees and back are bad.	YES	NO	

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.03	It will affect me because i get financial help.	YES	NO	
	19/08/2014	Proforma		£1.03	As a 92 year old pensioner with mobility problems, the charge will obviously have an effect on me. I need to pay for help with housework, shopping, travel etc. And now a charge of £4.68 a month will mean i will have to budget even more carefully. I am aware of cutbacks but i fell that the council spends money on many things that are unecessary in an attempt to score points against the government by hitting people where it hurts. I feel there is no point in me discussing this further as i am sure the decision has already been made.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	I live on my own so the support is very important to me. I can't afford £20 a month. As for the comment above it is important to me to get about, something i wouldn't be able to do if i had to pay £20+.	YES	YES	This lady will cancel in March
	19/08/2014	Proforma		£1.17	We need the service because we are 76 and 79 years old. We have a problem with our balance and walking sometimes we fall and we cannot help ourselves we need the lifeline for help. We cannot afford the proposed amount a week.	YES	YES	Spoke to Mrs Elorfi - does get HB but says cannot afford the increase. She asked if her Housing Officer can get in touch. Email sent to Claire Turnbull. J Lamont
	19/08/2014	Proforma		£1.03	I pay £86.62 every week for renting my flat and SP charge of £1.03 also I pay £75 per month council tax I realise a good amount of my rent goes towards payment for the use of the wardens building but i choose not to use it. Also i choose not to have the morning call from the warden also a good part of the rent goes to pay for the pull cord system which i could manage without although i suppose it is there in case of any emergency. I like my flat but i could do without my noisy neighbours who complained about to Jill Walton a while ago.	YES	NO	Reported to speak to the Housing Office.
	19/08/2014	Proforma		UNKNOWN	I am 90 years old and live alone. I have carers to help me shower and dress and a home help 6 hours per week to do the housework and take me shopping when i am able. My alarm would have to come from this fund.	YES	NO	
	19/08/2014	Proforma		UNKNOWN	Pension in April went up slightly, pension credit went down. What is left will not cover the extra £3 needed it is my lifeline to all or any help needed.	YES	YES	Mrs Hitchins will stay on the service as she needs it but she said she is unhappy with the Council changing things. J Lamont

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	19/08/2014	Proforma		£1.03	I do not need it and cannot afford it all i need is a bungalow.	YES	NO	
	19/08/2014	Proforma		£3.00	I am 89 years old in December and in February 2014 i was diagnosed with bowel cancer of which following an operation i am still receiving consultation and treatment. I did manage to save some money but evrything is costing me more as I am having to get help and care for work which i can no longer do as i live alone. As this will be a large increase among others i may have to consider closing the contract with you	YES	NO	
	19/08/2014	Proforma		£1.17	I have to pay the extra £1.17 a week.	YES	NO	
	19/08/2014	Proforma		£1.03	An increase in outgoings however it must be paid.	YES	NO	
	20/08/2014	Proforma		£1.03	Our income hasn't changed.	YES	NO	Changed her mind does not want a meeting
	20/08/2014	Proforma		£3	Withdraw the subsidy and you will have to remove lifeline from my house. This will end up killing people. I had to turn down £20k of care because i couldn't afford my share under the fairer charging policy. Then i had to pay council tax and now you want more money! Its not on.	YES	YES	12.9.14 Phoned Mrs Doig (241024 or 07979006940) and not happy to meet me , Question asked was for a public meeting, I explained number of consultations, response rate, her comment was "no wonder if they were all sent out wrong"
	26/08/2014	Proforma		UNKNOWN	With reference to the emergency pullcord system installed in the above flat please accept this letter as notification to cease this agreement. You will see from records that this system is not accessed and its becoming increasingly difficult to afford this system on my income	YES	NO	
	26/08/2014	Proforma		£1.03	Pay more money	YES	NO	
	26/08/2014	Proforma		UNKNOWN	I don't go out much now since they changed the bus routes its too far for me to walk and i can't afford taxis except once a week.	YES		Asked if I could meet with her and her answer was No she wants a public meeting where en mass they can voice their
	26/08/2014	Proforma		UNKNOWN	No increase in income.	YES	NO	
	26/08/2014	Proforma		£3.00	No answer	YES	YES	No answer - message left Letter sent 12-09-
	26/08/2014	Proforma		£1.03	No answer	YES	YES	No further action

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	26/08/2014	Proforma		£1.17	I have more money to pay out.	YES	NO	
	26/08/2014	Proforma		£3.00	I cannot afford to pay £20 per month and if this goes through then I will have to cancel my lifeline service.	YES	NO	
	26/08/2014	Proforma		£1.03	No effect	YES	NO	
	26/08/2014	Proforma		£1.03	No difference	YES	NO	
	26/08/2014	Proforma		£1.03	No affect	YES	NO	
	26/08/2014	Proforma		£1.03	No affect	YES	NO	
	26/08/2014	Proforma		£1.03	No difference	YES	NO	
	26/08/2014	Proforma		£1.03	No effect	YES	NO	
	26/08/2014	Proforma		£1.03	No effect	YES	NO	
	29/08/2014	Proforma		UNKNOWN	If I had to pay a charge for lifeline telephone support i would not be able to afford it on the money i get	YES	NO	
	29/08/2014	Proforma		£1.17	It will give £4.80 less a month to spend on my food shopping.	YES	NO	
	29/08/2014	Proforma		£3.00	I have a disability with bad arthritis and not good on my feet. Plus I am partially sighted. You did not have to put the price up this high.	YES	NO	
	29/08/2014	Proforma		£3.00	The increase of payment is a lot along with everything else now that I can't walk at all without my days trolley in the house I always have my phone on it and have my daughters tel no 256146 at hand and my mobile I can take to the toilet, so really I am well cared for. Thank you for keeping one in the past.	YES	NO	Maybe - hard of hearing and goes by Molly.TEL 01325 464861
	29/08/2014	Proforma		£3.00	This affects the money available to my husband who cares for me to buy what I need for my incontinence.	YES	NO	
	29/08/2014	Proforma		£1.03	Mum is getting more confused and memory is not good - note i have only been passed this form - mum as she said "filled it and forgot about it". I have organized carers to go and look to her - these costs i fear will also be going up. All other costs are going up and mum's pension is taking a knock. Having the lifeline is just that both for her and me as i know help will be too her god forbid she falls etc before me as i live in Barnard Castle. I cannot visit as much due to me having multiple sclerosis. Very much piece of mind for me.	YES	YES	Message left Letter sent 12-09-14

Ref	Date	Contact Method	Housing Provider	Weekly cost increase	Comments	Will the proposed changes affect you?	Would you like a meetin to discuss this?	Needs client contact
	29/08/2014	Proforma		£1.03	£1.03 per wekk doesn't sound like a lot of money but to someone on income support like myself it adds up to £4.12 per month and can mean wither I would have to cut back on food or heating over the space of a year especially with utility bills rising all the time. this is realy worrying for me as i would have to think seriously about cancelling this service and therefore would feel i had lost the little bit of security i have by being on this scheme. i don't go out at present if it has a cost involved as i can't afford to on income support so i would feel even more isolated if i didn't have this little bit of security with living on my own.	YES	NOT ANSWERED - PRESUME YES	
	18/08/2014	Proforma		£1.03	You can just cancel it thank you		NO	Spoken to Chris Cox
	26/09/2014	Proforma		£2.83	None	No	No	
	26/09/2014	Proforma		£2.83	I have a dog and vet bills are high - recently nearly £300. Any extra cost will negatively affect me.	Yes	No	
	26/09/2014	Proforma		£2.83	It will affect my social life as I go out with friends.	Yes	No	
	26/09/2014	Proforma		£2.83	I have COPD and rely on taxis for transport to appointments such warfarin clinics. I cannot travel by other means due to my arthritis. Therefore I cannot afford to pay extra £10-£12 per month.	Yes	No	
	26/09/2014	Proforma		£2.83	None	No	No	
	26/09/2014	Proforma		£2.83	None	No	No	
	26/09/2014	Proforma		£2.83	I will not be able to afford mmoney to my family as they live 40 miles away in Blaydon. I attend a luncheon club 2 times a month which I may not be able to afford and a lunch club once a month. I have to use taxis with being disabled to attend appointments is expensive I may not be able to afford this.	Yes	No	
	26/09/2014	Proforma		£2.83	Personally, I suffer from arthritis in knees, ankles and shoulder which prevents me walking far, so I rely on my car to shop, visit friends and family. To lose £2.54 a week means less petrol in the car which means my social life will be affected to a degree. In these severe economic times friendships need to be maintained to make life worth living. Along with visits to ones family.	Yes	No	
	26/09/2014	Proforma		£2.83	I will have less money to spend on food and attending the resource group which in turn will sink further into depression and isolation. Won't be able to afford to go anywhere or attend any mental health resource groups.	Yes	No	

