

Dear Forestcare Customer

We are writing to let you know of some changes in relation to your Forestcare services and equipment.

Annual price increase

From the 1 April 2025 the price of all Forestcare services and telecare equipment will be increasing by three per cent.

The increase is in-line with both the current rate of inflation, measured by CPI (consumer prices index) and the cost of local goods and services within Bracknell Forest.

Invoices for charges from the 1 April 2025 onwards will include this increase.

Upgrade of telephone lines from analogue to digital (A2D)

We are also writing to update you on the progress of the current countrywide upgrade of telephone lines from analogue to digital.

This is an industry-led change, prompted by improved digital technology.

All telephone lines are due to be upgraded to digital by the end of January 2027, although several providers are planning to complete the upgrade before this date.

As you have a lifeline alarm installed at your property, your provider will need to take this into account when upgrading your telephone line.

We may share your phone number with phone providers to ensure your upgrade is completed and runs as smoothly as possible. Details of our privacy notice, which covers sharing of personal data can be found by visiting: www.bracknell-forest.gov.uk/help/privacy-notices/forestcare-privacy-notice

For additional information on the upgrade, including phone provider contact details, please go to: www.bracknell-forest.gov.uk/forestcare.

As part of these changes, Forestcare will need to upgrade your lifeline alarm to a digital unit. If we have not already done this, we will do so by the January 2027 deadline. Forestcare will be in touch with further information at the appropriate time.

To assist us with your equipment upgrade, we would be grateful if you could use your lifeline alarm to put a test call through to the Forestcare control centre and let us know who your phone provider is.

Please note, if you only have a Pocket Pal device you will not be affected. Therefore, you can continue to use your device, and an upgrade will not be required. You do not need to advise who your phone provider is.

There may be cost implications associated with the upgrade of your equipment. Forestcare will let you know of any change in prices once this information is known. You will be notified well in advance of any price changes being introduced.

If you have any questions regarding the content of this letter, please contact Forestcare:

Call on: 01344 786599 or email: Forestcare.enquiries@bracknell-forest.gov.uk

You can also use your telecare equipment to put a call through to our control centre.

Kind regards
The Forestcare Team