

Please reply to: Safe and Connected Team  
Civic Centre  
Silver Street  
Enfield EN1 3ES  
E-mail: [safeandconnected@enfield.gov.uk](mailto:safeandconnected@enfield.gov.uk)  
Phone: 020 8803 1524  
Website: [www.enfield.gov.uk/safeandconnected](http://www.enfield.gov.uk/safeandconnected)  
Date: March 2026

Dear Safe and Connected Customer,

**Important Notice: Price Increase for Safe & Connected Pendant Alarm Service**

We want to inform you that starting from 1 April 2026, there will be an increase in the cost of your Safe and Connected Pendant Alarm Service. Your new annual invoice will be sent to you in the coming weeks.

Here is the updated weekly pricing from 1 April 2026 to 31 March 2027:

Service Package	Current Price	New Price	Price Increase
Safe Alert (Monitoring Only)	£5.96	£6.16	£0.20
Safe Response (Monitoring & Response)	£8.41	£8.70	£0.29
Safe & In Touch (Monitoring, Response & More)	£11.14	£11.52	£0.38


While we aim to keep costs stable, this price adjustment will allow us to continue enhancing our service and will be invested in better resources and updated technology to maintain the quality of service you expect.

If you pay by direct debit, the new charges will be automatically adjusted and collected from your account. If you pay using other methods (such as Paypoint, cheque, telephone or at your bank), please be sure to pay the updated amount shown on your invoice.

Thank you for being a valued Safe and Connected customer. Your safety and peace

**Tony Theodoulou**  
Executive Director People  
Enfield Council  
Civic Centre, Silver Street  
Enfield EN1 3XY

[www.enfield.gov.uk](http://www.enfield.gov.uk)

 If you need this document in another language or format contact the service using the details above.

of mind is our top priority. Our team is available 24/7, just one pendant press away from assistance.

Contact Information:

Website: [www.enfield.gov.uk/safeandconnected](http://www.enfield.gov.uk/safeandconnected)

Email: [safeandconnected@enfield.gov.uk](mailto:safeandconnected@enfield.gov.uk)

Telephone: 020 8803 1524 (available 24/7)

Yours faithfully

Safe and Connected Team  
Enfield Council

Enfield Council has launched a series of 14 e-newsletters covering a range of topics that provide residents with more frequent Council news and service updates. More than 40,000 people have already signed up, make sure you're one of them. You can register at [www.enfield.gov.uk/newsletters](http://www.enfield.gov.uk/newsletters)