OFFICE USE

IDENT:



Charnwood Lifeline Sign-up Pack

Please complete all sections of the Charnwood Lifeline sign-up application.

Once the application has been completed either:

Call Charnwood Lifeline on 01509 643970 to make an appointment for our Officer to collect your application and install the Lifeline equipment.

or

Email the completed application to <u>OnlineLifelineEnquiries@charnwood.gov.uk</u> we will then contact you to arrange delivery and installation of the Lifeline equipment.

PLEASE DO NOT send your completed sign-up pack by post due to the sensitivity of the information you provide within this application; we cannot take responsibility for any loss of information if your completed pack is lost or damaged by the postal service.

If you have any queries, please contact Charnwood Lifeline on 01509 643970

A Service Provided by Charnwood Borough Council







Office Use Only	
Lifeline ID	
Serial Number	
Model	
Ownership	Grant, private rented, other
Date Installed	

Equipment to be Installed by Charnwood Lifeline	Quantity
Lifeline Unit	1
Additional Pendant	
Fall Detector	
Smoke Detector	
Sound Boost	
Key Safe	

Additional Notes – e.g., location of lifeline unit, fall detector type and how it is worn....

Lifeline Charges

Grant / Non-Grant	Add VAT / VAT Exempt	Inv	Invoice / Direct Debit		
		Quantity			
Lifeline Equipment Installed	Lifeline Unit	1	£		
Additional Equipment	Fall Detector		£		
	Smoke Detector		£		
	Sound Boost		£		
	Other				

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du	ng VA	ng VAT it a	ng VAT if applicab

Your pay frequency is Quarterly / Annually



Charn	wood
Ident:	

Lifeline Customer/s Address and Access details

	Address
SSS	
Your Address	
Ad	
Jn.	Postcode
×	Home Telephone No.
	Mobile Number
	E-mail

Key safes provide safe and secure storage for the key/s of your home, they are used by our Warden or the Emergency Services in the event they are called to check on your wellbeing. if you do not have a key safe, Charnwood Lifeline will provide one as part of the lifeline package at no extra cost, this will remain the property of Charnwood Lifeline and would be removed in the event of you cancelling the lifeline service.

	Do you have your own key safe installed at your Yes / No property?						
if yes, please provide the code and location your key safe							
	Key safe Code						
	Key safe Location						
is							
Details							
Ŏ							
(ey Safe	If no, do you give Charnwood Lifeline permission to Yes / No						
>	install a key safe at your property?						
Ke	Please choose a 5-digit code (you must not repeat a digit within the code)						
	Where on your property would you like the keysafe installing?						



Charnwood	Ь
Ident:	

Lifeline Customer/s Address and Access details

Do you have a House Alarm?	Yes / No
If yes, do you activate the alarm other than when	Yes / No
ou are out or away?	
If yes, please provide details to disarm the alarm included the second section of the second second section of the second	<u> </u>
These details will only be given to our Warden or E	
Charnwood Lifeline in the event of responding to a ca	ali <i>)</i>
s your property easy to find?	Voc / No
· · · · ·	Yes / No
If no, please give directions to ensure our Warden or El reach you quickly	nergency Services can
reactify you quickly	
Do you have a stairlift? If yes , please provide details o	f your stairlift contract
ncluding emergency contact number. (If we have these	•
n your behalf it your stairlift breaks down whilst in use.)	actions, the carried them
Do you have an Oxygen Machine or have Oxygen cani	sters in your
roperty?	
Do you have any pets? if yes , please give details	



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Your Details - Resident 1

Title

Onan	•	•	•	•	_	_	_
Ident:							

Title First Name(s) Surname Preferred to be known as Date Of Birth Mobile Number	<u>s</u>	Title							
Medical Health Information, please list all current health problems, e.g., diabetic, asthmatic, mobility issues etc Do you take any anti-coagulant medication? (Blood thinners) Do you have any allergies? Do you have a DNR or Respect Plan in place? if yes, where is it kept? Doctors Surgery Address Do you have homecare? If yes, please provide the following details Name of Home Care Provider Address Telephone No. When does your homecare visit you? Please give approximate times of when your carer is due to visit Morning Lunch Evening Medical Health Information, please list all current health problems, e.g., diabetic, asthmatic, mobility issues etc	eta	First Name(s	5)						
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Address Telephone No. When does your homecare visit you? Please give approximate times of when your carer is due to visit Morning Lunch Evening Address	_	_			please pro	vide the fol	lowing de	etails	
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Night	>	Night							



Ch	arn	wood

Your Details - Resident 2

Your De	etails – Resident 2	Ident:
<u>s</u>	Title	
Resident Details	First Name(s)	
١٥	Surname	
ent	Preferred to be known as	
sid	Date Of Birth	
Re	Mobile Number	
	Medical Health Information, please list all current health problems, e.g., diabetic, asthmatic, mob	pility issues etc
Your Health Details	Do you take any anti-coagulant medication? (Blood th	ninners)
He	Do you have any allergies?	
Your	Do you have a DNR or Respect Plan in place? if yes, w	here is it kept?
	Doctors Surgery, if different to resident 1	
	Address	
	·	
	D	
_	Do you have homecare? If yes, please provide the following Name of Home Care Provider	ig details
tiol	Address	
E L		
nformation	Telephone No.	

Your Homecare I

relephone iv	0.						
When does your homecare visit you? Please give approximate times of when your carer is due to visit							
Please give app	noximate t	illies of wil	en your car	er is due t	O VISIL		
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Morning							
Lunch							
Evening							
Night							



Charnwo	bod

Next of Kin and your Emergency Contact's Details

Ident:	

An emergency contact should be a friend, relative or neighbour who is willing to be contacted by telephone in the event of you activating your lifeline alarm, they should also be a keyholder or have access to your key safe details.

Due to the GDPR. (General Data Protection Regulations) we require all your contacts to give consent for holding their personal information, (Name, address, and contact telephone numbers) they will only be contacted for the purpose of providing you with support as required, this information will not go to any third parties.

	Name				
	Address				
	Postcode				
; 1	Preferred Tel	No.			
Contact 1	Additional	•			
Cor	Tel No's				
	Relationship	e.g., s	on, daughter neighbour, friend		
			ontact hold a key for your property?	Yes / No	
	•		ifeline will give the contact named ab	•	
			t wish us to disclose these details, please tic		
	to be a named of		confirm the person named above have give t for you	n their consent	
	Name				
	Address				
	Postcode				
:t 2	Preferred Tel	No.			
ıtac	Additional				
Contact 2	Tel No's				
	Relationship	e.g., 9	on, daughter neighbour, friend		
	Does the nam	ned co	ontact hold a key for your property?	Yes / No	
	If No, Charnwood Lifeline will give the contact named above your keysafe				
	· · · · · · · · · · · · · · · · · · ·		t wish us to disclose these details, please tick thi		
	to be a named of		confirm the person named above have give t for you	n their consent	
	to be a named (



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Ident:	

Next of Kin and your Emergency Contact's Details

	Name			
	Address			
	Postcode			
ب ر ع	Preferred Tel	No.		
tac	Additional			
Contact 3	Tel No's			
	Relationship	e.g., so	on, daughter neighbour, friend	
	Does the nam	ned co	ntact hold a key for your property?	Yes / No
	If No, Charnw	ood L	ifeline will give the contact named abo	ve your keysafe
	details – If you	do not	wish us to disclose these details, please tick	this box
			confirm the person named above have given	their consent
	to be a named o	contact	tor you	
	NI.			
	Name			
	Address			
	Postcode			
Contact 4	Preferred Tel	No.		
tac	Additional			
uo	Tel No's			
	Relationship	e.g., so	on, daughter neighbour, friend	
	Does the nam	ned co	ntact hold a key for your property?	Yes / No
	If No, Charnw	ood L	ifeline will give the contact named abo	ve your keysafe
	details – If you	do not	t wish us to disclose these details, please tick	this box
	Please tick the k	ox to	confirm the person named above have given	their consent
	to be a named contact for you			

If you have any other information which you think we may find useful please add additional sheets.





Declaration to claim for Exemption from Payment of VAT

H.M. Customs and Excise will allow exemption from payment of VAT on any Lifeline Charges provided the applicant is chronically sick or disabled.

H M Customs and Excise state that the provision of the Lifeline Alarm Service is subject to the standard rate of VAT (currently 20%)

However, exemption from VAT can be obtained for persons who are chronically sick or disabled. They consider a chronically sick or disabled person to have:

- A physical or mental impairment which has a long term and substantial adverse effect upon his/her ability to carry out everyday activities
- A condition which the medical profession treats as a chronic sickness such as diabetes
- A terminal illness

Signature

However, it does NOT include a frail elderly person who is otherwise able-bodied, or a person who is temporarily disabled or incapacitated, such as a broken limb.

To claim exemption from VAT, you should complete the declaration form below Please be aware that there are penalties for making a false declaration and for fraudulent evasion of VAT

Part A: For completion by the client

Client Name				
Client Name				
Address				
Postcode		Telephone No	o.	
I declare that I an	n chronically sick or have	a disabling condit	ion by	reason of:
(Please give a full	and specific description of	your condition)		
	=	=		oad, Loughborough LE11 1TT the
	ne services of monitoring	g a personal alarm	call sys	stem and I claim relief from value
added tax.				
Signature			Date	
If you have a disa	bled blue badge, please	provide the serial	numbe	r displayed on your badge.
Disabled badg	e Serial Number			
Part B: For con	npletion by the supp	lier		
I, a representative of	Charnwood Lifeline, Charnwo	ood Borough Council.	confirm	that the service of monitoring a

Date

personal alarm call service for the personal use of the disabled person, is supplied to the person named above.



Charnwood Lifeline Contract



Install and maintain the Lifeline equipment Where applicible provide a keysafe for access in an emergency, this will remain the property of CBC (Charmwood brough Council) and will be removed when the contract is terminated, however an option to purchase the keysafe is available please ask for more information. Provide an on-call response where no named contacts are available. Provide an on-call response where no named contacts are available. Respond to your call in a professional and courteous manner. Adhere to GDPR and the Data Protection Act 2013 - Ensure all personal information held in the Ufeline control office is treated as confidential and securely stored Access is given to appropriate staff members and emergency services only. Have a second call handling sets to provide continuity of service Review the charge for the service on an annual basis. The service user will be notified in writing at least 14 days prior to any changes taking place. Service User agrees to Test the Lifeline equipment once a month, by pressing the pendant and putting a call through to our control centre. Keep Charmwood Lifeline informed of any changes to their or their named contacts telephone numbers and address. Advays Keep the Lifeline unity lauged in and switched on to the electricity supply and plugged into the telephone socket where applicable. Failure to comply with this can cause your Lifeline to malfunction. Acknowledge that the equipment installed in their home is rented as part of the contract and shall remain the property of Charmwood Lifeline information in the contract and shall remain the property of Charmwood Lifeline information to end the contract and shall remain the property of Charmwood Lifeline representatives access the mergengroup via maned contacts. Failure to supply Charmwood Lifeline information shale day or prevent you from receiving the best medical care and prevent is form contacting your named contacts. Charmwood Information in the full fall detector users) Failure to supply charmwood Lifel	eline	Terms	& Condi	tions	Charnwoo
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Please tick if additional equipment has been installed Fall Detector/s Somoke Detector/s Sound Boost Key Safe Fall Detectors – Disclaimer (Must be read and agreed to by all fall detector users) Please note due to the wide variety and types of falls not all falls will be detected, whenever the user needs assistance, they she always press the help button. Soft falls, slumping falls, descent-controlled falls against a wall or a chair, etc. will not be detected the Vibby. Considering the technology used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot guaranteed to be detected. Tick to confirm you have read this disclaimer By signing this contract, you agree with all the terms and conditions of this contract. Signature If you are signing this contract on behalf of the service user named on this agreement, please print your name and state you relations to the service user. Print Name	Install and maintain the Where applicable provi this will remain the Council) and will be re however an option to ask for more informatio Provide a 24-hour mon Provide an on-call re available Respond to your call in Adhere to GDPR and ti personal information h as confidential and secu staff members and eme Have a second call hand Review the charge for t user will be notified i changes taking place. Service User agrees to Test the Lifeline equi pendant and putting a Keep Charnwood Life address, doctor, their in their or their named co Always Keep the Lifelin electricity supply and p applicable. Failure to co malfunction. Acknowledge that the rented as part of the c Charnwood Lifeline. The service user agree stated within the Lifelir subject to change with Ensure that the equip manner and in accorda	e Lifeline equipment ide a keysafe for access in an emerg property of CBC (Charnwood bor moved when the contract is termin purchase the keysafe is available pon. ditoring and response service sponse where no named contacts a professional and courteous manned he Data Protection Act 2018 - Ensuield in the Lifeline control office is treurely stored Access is given to approper engency services only dling site to provide continuity of services enviring at least 14 days prior to promet once a month, by pressing call through to our control centre. In the unit plugged in and switched on the contact stelephone numbers and address the unit plugged in and switched on the unit plugged in the telephone socket whomply with this can cause your Lifeline equipment installed in their horeontract and shall remain the proper set to pay a quarterly or annual chance charges of this agreement, charge prior notification.	ough ated, lease sare er re all eated oriate er re all eated oriate er vice er rote of any er sare character er sare cha	and return the equipment in agreement (fair wear and tea Be responsible for the paym charges (where applicable) ac loss of equipment (including other cause outside the di Borough Council) Keep the equipment at the unless written permission hait elsewhere. The service user, their next equipment following the teri in a payment for its replacem Allow Charnwood Lifeline remaintain the equipment. Acc call warden in an emergency That if the service user declinare available to give access the facilitate a forced entry. The costs to repair damage cause is your responsibility to keep Clarges in your circumstances of or your nominated contacts. Ture to supply Charnwood Lifeline cannot be held the changed from the time of your arrowood Borough Council shalervice due to equipment faults	in good condition at the end of the ar excepted). Itent of all electricity and telephone crued by the equipment and for the the pendant) by fire, theft, or any irect control of CBC (Charnwood address where it is first installed is been obtained from CBC to move of kin or the estate to return the Lifeline. Failure to return Lifeline mination of the contract will result then in full. Expresentatives access to repair and class is also to be allowed to the onif appropriate. In a service user will be liable for any and whilst forcing entry. In the with current information may be information provided regarding the best medical care and will mamed contacts. In ort be liable for any interruption
Fall Detector/s		•	reine		
Please note due to the wide variety and types of falls not all falls will be detected, whenever the user needs assistance, they she always press the help button. Soft falls, slumping falls, descent-controlled falls against a wall or a chair, etc. will not be detected the Vibby. Considering the technology used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot guaranteed to be detected. Tick to confirm you have read this disclaimer By signing this contract, you agree with all the terms and conditions of this contract. Signature Date If you are signing this contract on behalf of the service user named on this agreement, please print your name and state you relations to the service user. Print Name			s 🗌 .	Sound Boost	Key Safe
If you are signing this contract on behalf of the service user named on this agreement, please print your name and state you relations to the service user. Print Name	Please note due to the wallways press the help but the Vibby. Considering the guaranteed to be detected.	vide variety and types of falls no tton. Soft falls, slumping falls, d he technology used and the targ ed.	t all falls will be descent-controlled	etected, whenever the use of falls against a wall or a challes alarms, all falls even do Tick to confirm your is contract.	air, etc. will not be detected by angerous-heavy falls cannot be
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Print Name		traction behalf of the service user	nameu on this ag	reement, piease print your i	name and state you relationship
	Print Name				
Relationship	Relationship				

Witnessed by Charnwood Lifeline Representative

Signature	Date	
Print	Position	Lifeline Officer



Charnwood Lifeline Contract Terms & Conditions



Name	Ident:
First Line of Address	ident.
Date of Installation	

Charnwood Lifeline agrees to

- Install and maintain the Lifeline equipment
- Where applicable provide a keysafe for access in an emergency, this will remain the property of CBC (Charnwood borough Council) and will be removed when the contract is terminated, however an option to purchase the keysafe is available please ask for more information.
- Provide a 24-hour monitoring and response service
- Provide an on-call response where no named contacts are available
- Respond to your call in a professional and courteous manner
- Adhere to GDPR and the Data Protection Act 2018 - Ensure all personal information held in the Lifeline control office is treated as confidential and securely stored Access is given to appropriate staff members and emergency services only
- Have a second call handling site to provide continuity of service
- Review the charge for the service on an annual basis. The service user will be notified in writing at least 14 days prior to any changes taking place.

Service User agrees to

- Test the Lifeline equipment once a month, by pressing the pendant and putting a call through to our control centre.
- Keep Charnwood Lifeline informed of any changes to their address, doctor, their medical circumstance, and any changes to their or their named contacts telephone numbers and address
- Always Keep the Lifeline unit plugged in and switched on to the electricity supply and plugged into the telephone socket where applicable Failure to comply with this can cause your Lifeline to malfunction.
- Acknowledge that the equipment installed in their home is rented as part of the

- contract and shall remain the property of Charnwood Lifeline.
- The service user agrees to pay a quarterly or annual charge stated within the Lifeline charges of this agreement, charges are subject to change with prior notification.
- Ensure that the equipment is used in a careful and proper manner and in accordance with the instructions provided and not interfere or tamper with it or permit anyone else to do so and return the equipment in good condition at the end of the agreement (fair wear and tear excepted).
- Be responsible for the payment of all electricity and telephone charges (where applicable) accrued by the equipment and for the loss of equipment (including the pendant) by fire, theft, or any other cause outside the direct control of CBC (Charnwood Borough Council)
- Keep the equipment at the address where it is first installed unless written permission has been obtained from CBC to move it elsewhere.
- The service user, their next of kin or the estate to return the equipment to Charnwood Lifeline. Failure to return Lifeline equipment following the termination of the contract will result in a payment for its replacement in full.
- Allow Charnwood Lifeline representatives access to repair and maintain the equipment. Access is also to be allowed to the on-call warden in an emergency if appropriate.
- That if the service user declines a key safe and no named contacts are available to give access the emergency service will be called to facilitate a forced entry. The service user will be liable for any costs to repair damage caused whilst forcing entry.



Customer copy – please detached and retain for your records

Charnwood Lifeline Contract Terms & Conditions



It is your responsibility to keep Charnwood Lifeline informed to any changes in your circumstances or information provided regarding you or your nominated contacts.

Failure to supply Charnwood Lifeline with current information may delay or prevent you from receiving the best medical care and will prevent us from contacting your named contacts.

Charnwood Lifeline cannot be held responsible for information that has changed from the time of you entering this contract

Charnwood Bord faults, telephone	•	hall not be liable for any in power failure.	terruptio	n in	service	e due to equipm	nent
		Installed by Charnwood Life ent has been installed	line				
Fall Detector/s	Smoke	Detector/s Sound I	Boost		Ke	y Safe	
Please note due user needs assist controlled falls a technology used be guaranteed to	to the wide var ance, they sho gainst a wall or and the target be detected.		I falls will atton. Sof ected by the I falls even on firm you	be d t fall he V n dar u hav	etected s, slum ibby. C ngerous ve read	d, whenever the ping falls, desce onsidering the s-heavy falls can I this disclaimer	ent- nnot
By signing this co	ontract, you ag	gree with all the terms and c	conditions	s of t	his con	itract.	
Signature				Date			
Print Name Relationship Witnessed by Cl Signature Print	narnwood Life	on behalf of the service use onship to the service user. line Representative		Da	te sition	Lifeline Officer	
Your total quarto	erly charge is £ _	inc	luding VA	T if a	pplicabl	le	
Grant / no	on-Grant	Add VAT / VAT Exempt			e / Dire	ct Debit	
Lifeline Equipm	ont Installed	Lifeline Unit	Quantit 1	.y	£		
Additional Equi		Fall Detector			£		
7.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0	1	Smoke Detector			£		
		Sound Boost			£		
You have chosen	to pay Quarterl	y / Annually	•				

Data Protection

For information about how & why we may process your personal data, your data protection rights or how to contact our data protection officer, please view our Privacy Notice www.charnwood.gov.uk/pages/privacynotice





Please fill in the whole form excluding official use box using a ball point pen and send it to:

Charnwood Borough Council Income Section Financial Services Southfields Loughborough Leicestershire LE11 2TU

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Address												
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Instruction to your Bank or Building Society to pay by Direct Debit

Service User Number

5	9	9	2	1	9	
						FICIAL USE ONLY or Building Society.
Please posterial places of the	in this Ir ebit Gua	nwood Enstruction rantee. Borough	Borough n subject I unders n Counci	Council to the s tand tha I and, if	Direct Do afeguard t this Ins so, detail	ebits from the accouds assured by the truction may remain is will be passed
Signatur	e(s)					
Date						

This guarantee should be detached and retained by the Payer.

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Charnwood Borough Council will notify you 10
 working days in advance of your account being debited or as otherwise agreed. If you request Charnwood Borough Council
 to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Charnwood Borough Council or your bank or building Society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Charnwood Borough Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notfy us.

PLEASE TURN OVER

DDI1

Third Party Instructions

If payments are to be claimed from a bank account held by someone other than the person liable for payment (to whom this form was issued), the council will send a copy of any invoices issued on the account overleaf to the bank account holder. This is necessary in order to advise them of the amounts and dates of payments to be claimed from their bank account. Please give details of the bank account holder in the box below for this purpose and confirm that you understand that copy invoices will be sent to them. If this information is not given, the Direct Debit instruction will not be implemented.

Bank Account Holder(s)
Name(s) of Account Holder(s)
Address
Postcode
I understand that copy invoices will be sent to the person name above from whose bank account payments will be claimed.
Signature(s)
Date