

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 OnlineLifelineEnquiries@charnwood.gov.uk 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	Invoice / Direct Debit	
		Quantity	
Lifeline Equipment Installed	Lifeline Unit	1	£
Additional Equipment	Fall Detector		£
	Smoke Detector		£
	Sound Boost		£
	Other...		

Your total quarterly charge is £ _____ including VAT if applicable

Your pay frequency is Quarterly / Annually

Lifeline Customer/s Address and Access details

Ident:

Your Address	Address	<input type="text"/>
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	Postcode	<input type="text"/>
	Home Telephone No.	<input type="text"/>
	Mobile Number	<input type="text"/>
E-mail	<input type="text"/>	

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.

Key Safe Details	Do you have your own key safe installed at your property?	Yes / No
	if yes, please provide the code and location your key safe	
	Key safe Code	<input type="text"/>
	Key safe Location	<input type="text"/>
	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
	If no, do you give Charnwood Lifeline permission to install a key safe at your property?	Yes / No
	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?	<input type="text"/>
<input type="text"/>		
<input type="text"/>		

Lifeline Customer/s Address and Access details

Ident:

Additional Information about your home	Do you have a House Alarm?	Yes / No
	If yes, do you activate the alarm other than when you are out or away?	Yes / No
	If yes, please provide details to disarm the alarm including your alarm code (These details will only be given to our Warden or Emergency services by Charnwood Lifeline in the event of responding to a call)	
	Is your property easy to find?	Yes / No
	If no, please give directions to ensure our Warden or Emergency Services can reach you quickly	
	Do you have a stairlift? If yes , please provide details of your stairlift contract including emergency contact number. (If we have these details, we can call them on your behalf if your stairlift breaks down whilst in use.)	
Do you have an Oxygen Machine or have Oxygen canisters in your property?		
Do you have any pets? if yes , please give details		

Your Details – Resident 1

Ident:

Resident Details	Title	
	First Name(s)	
	Surname	
	Preferred to be known as	
	Date Of Birth	
	Mobile Number	

Your Health Details	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	

Your Homecare Information	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							
		Mon	Tues	Wed	Thurs	Fri	Sat	Sun
	Morning							
	Lunch							
	Evening							
Night								

Your Details – Resident 2

Ident:

Resident Details	Title						
	First Name(s)						
	Surname						
	Preferred to be known as						
	Date Of Birth						
	Mobile Number						

Your Health Details	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, if different to resident 1							
Address							

Your Homecare Information	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							
		Mon	Tues	Wed	Thurs	Fri	Sat	Sun
	Morning							
	Lunch							
Evening								
Night								

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.

Contact 1	Name		
	Address		
	Postcode		
	Preferred Tel No.		
	Additional Tel No's		
	Relationship	e.g., son, daughter neighbour, friend	
	Does the named contact hold a key for your property?	Yes / No	
	If No, Charnwood Lifeline will give the contact named above your keysafe details – if you do not wish us to disclose these details, please tick this box <input type="checkbox"/>		
	Please tick the box to confirm the person named above have given their consent to be a named contact for you <input type="checkbox"/>		

Contact 2	Name		
	Address		
	Postcode		
	Preferred Tel No.		
	Additional Tel No's		
	Relationship	e.g., son, daughter neighbour, friend	
	Does the named contact hold a key for your property?	Yes / No	
	If No, Charnwood Lifeline will give the contact named above your keysafe details – if you do not wish us to disclose these details, please tick this box <input type="checkbox"/>		
	Please tick the box to confirm the person named above have given their consent to be a named contact for you <input type="checkbox"/>		

Next of Kin and your Emergency Contact's Details

Ident:

Contact 3	Name			
	Address			
	Postcode			
	Preferred Tel No.			
	Additional Tel No's			
	Relationship	e.g., son, daughter neighbour, friend		
	Does the named contact hold a key for your property?		Yes / No	
	If No, Charnwood Lifeline will give the contact named above your keysafe details – If you do not wish us to disclose these details, please tick this box <input type="checkbox"/>			
	Please tick the box to confirm the person named above have given their consent to be a named contact for you <input type="checkbox"/>			

Contact 4	Name			
	Address			
	Postcode			
	Preferred Tel No.			
	Additional Tel No's			
	Relationship	e.g., son, daughter neighbour, friend		
	Does the named contact hold a key for your property?		Yes / No	
	If No, Charnwood Lifeline will give the contact named above your keysafe details – If you do not wish us to disclose these details, please tick this box <input type="checkbox"/>			
	Please tick the box to confirm the person named above have given their consent to be a named contact for you <input type="checkbox"/>			

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

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			
Address			
Postcode		Telephone No.	

I declare that I am chronically sick or have a disabling condition by reason of:

(Please give a full and specific description of your condition)

and I am receiving from Charnwood Borough Council, Southfield Road, Loughborough LE11 1TT the Charnwood Lifeline services of monitoring a personal alarm call system and I claim relief from value added tax.

Signature		Date	
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If you have a disabled blue badge, please provide the serial number displayed on your badge.

Disabled badge Serial Number	
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Part B: For completion by the supplier

I, a representative of Charnwood Lifeline, Charnwood Borough Council, confirm that the service of monitoring a personal alarm call service for the personal use of the disabled person, is supplied to the person named above.

Signature		Date	
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Name		Ident:
First Line of Address		
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 keysafe 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.

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 Borough Council shall not be liable for any interruption in service due to equipment faults, telephone line faults and network faults or power failure.

Additional Lifeline Equipment Installed by Charnwood Lifeline

Please tick if additional equipment has been installed

Fall Detector/s

 Smoke 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 should always press the help button. Soft falls, slumping falls, descent-controlled falls against a wall or a chair, etc. will not be detected by the Vibby. Considering the technology used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot be 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
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If you are signing this contract on behalf of the service user named on this agreement, please print your name and state you relationship to the service user.

Print Name	
Relationship	

Witnessed by Charnwood Lifeline Representative

Signature	Date	
Print	Position	<i>Lifeline Officer</i>



Charnwood Lifeline Contract

Terms & Conditions



Name		Ident:
First Line of Address		
Date of Installation		

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Charnwood Lifeline Contract Terms & Conditions

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Signature		Date	
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Print Name	
Relationship	

Witnessed by Charnwood Lifeline Representative

Signature		Date	
Print		Position	<i>Lifeline Officer</i>

Your total quarterly charge is £ _____ including VAT if applicable			
Grant / non-Grant	Add VAT / VAT Exempt	Invoice / Direct Debit	
		Quantity	
Lifeline Equipment Installed	Lifeline Unit	1	£
Additional Equipment	Fall Detector		£
	Smoke Detector		£
	Sound Boost		£

You have chosen to pay Quarterly / 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

