



Alarm ID

**PLEASE USE BLOCK CAPITALS. Fields marked with an asterisk (\*) are mandatory. Failure to complete them may result in a delay in processing your details. PLEASE ENSURE YOU ACCEPT THE TERMS & CONDITIONS ON PAGE 9.**

## Your Contact Details

Are you contacting us for yourself, or on someone's behalf? If for yourself, please go straight to the 'Alarm User's Details' section. If on someone's behalf, please complete this section. We will call you from 01553 616200 to discuss the alarm user's requirements.

Relationship to Client

Title

Full Name

Contact Phone No.

Email Address

## Alarm User's Details

Title\*

First Name\*

Surname\*

Date of Birth\*

Address\*

Town/City\*

County\*

Postcode\*

Is your property

Privately owned

Privately rented

Housing Association/Council property

Mobile home/houseboat

Home Phone\*

Landline Provider  
(BT etc.)

Mobile No.

Email Address

## Alarm User's Doctor Details

Doctor/Surgery\*

Address\*

Postcode\*



Telephone No.\*

# Alarm User's Medical Information

- Sight impaired
- Hard of Hearing
- Cancer
- Epilepsy
- Type 1 Diabetes
- Mental Health Issues
- Severely sight impaired
- Deaf
- High Blood Pressure
- History of Heart Problems
- Type 2 Diabetes
- Dementia
- Parkinson's Disease
- Respiratory Problems\*\*
- Wheelchair User
- Pacemaker Fitted

\*\* Please provide further details

Please tick this box if the alarm user has no known medical conditions

## Medication/Medical items we would need to be advised of

- Adrenaline pen/Epipen
- Insuline/Glucogel
- GTN spray
- Opiates – please provide details:
- Oxygen
- Nebulizer
- Urinary Catheter/Colostomy/Ileostomy/Stoma
- Inhalers
- Chemotherapy treatment

## Allergies to medication

- Penicillin
- Aspirin
- Anti-inflammatories
- Morphine
- Anaesthetic

## Blood thinners being taken

- Aspirin
- Warfarin
- Apixaban
- Heparin
- Bisoprolol
- Clopidogrel
- Dabigatran
- Edoxaban
- Dipyridamole
- Dalteparin
- Rivaroxaban
- Fondaparinux
- Ticopidine

Please give details of any other medical conditions or allergies not listed above:

## Other Household Residents (if applicable)

### Resident 1

Title  Full Name

Date of Birth

Relationship to User  Next of kin?

Mobile No.  Work No.

Email Address

Medical Conditions

Do you require an additional alarm pendant? Yes  No

---

### Resident 2

Title  Full Name

Date of Birth

Relationship to User  Next of kin?

Mobile No.  Work No.

Email Address

Medical Conditions

To add more residents' details please use the comments box under the 'Additional Information' section.

## Professional Carer's Details (if applicable)

Care Provider

Telephone No.

Carer Visiting Times

Carer Visiting Days  Mon  Tue  Wed  Thu  Fri  Sat  Sun

## Alarm User's Key Safe Details (if applicable)

Key Safe Location

Key Safe Code

# Alarm User's Emergency Contacts

Please list your responding emergency contacts here, including any that live with you. Your emergency contacts will be contacted in the order you list them here. All should be able to respond to you within 45 minutes. Please list any other contacts who would like to be kept informed but are not able to respond to you within 45 minutes, in the Additional Information section.

## Contact 1

Title*	<input type="text"/>	Full Name*	<input type="text"/>
Address*	<input type="text"/>		
	<input type="text"/>	Postcode*	<input type="text"/>
Landline No.	<input type="text"/>	Mobile No.	<input type="text"/>
Work No.	<input type="text"/>	Email	<input type="text"/>
Relationship to User*	<input type="text"/>		
	Next of kin? <input type="radio"/>	Keyholder? <input type="radio"/>	Power of Attorney? <input type="radio"/> (tick for yes)

---

## Contact 2

Title*	<input type="text"/>	Full Name*	<input type="text"/>
Address*	<input type="text"/>		
	<input type="text"/>	Postcode*	<input type="text"/>
Landline No.	<input type="text"/>	Mobile No.	<input type="text"/>
Work No.	<input type="text"/>	Email	<input type="text"/>
Relationship to User*	<input type="text"/>		
	Next of kin? <input type="radio"/>	Keyholder? <input type="radio"/>	Power of Attorney? <input type="radio"/> (tick for yes)

---

## Contact 3

Title*	<input type="text"/>	Full Name*	<input type="text"/>
Address*	<input type="text"/>		
	<input type="text"/>	Postcode*	<input type="text"/>
Landline No.	<input type="text"/>	Mobile No.	<input type="text"/>
Work No.	<input type="text"/>	Email	<input type="text"/>
Relationship to User*	<input type="text"/>		
	Next of kin? <input type="radio"/>	Keyholder? <input type="radio"/>	Power of Attorney? <input type="radio"/> (tick for yes)

# Additional Information

Please add any further relevant information below

[Large empty area for providing additional information]

Please return this form to Careline Community Service, Borough Council of King's Lynn & West Norfolk, King's Court, Chapel Street, King's Lynn PE30 1EX. Alternatively you can email the form to [careline.operators@west-norfolk.gov.uk](mailto:careline.operators@west-norfolk.gov.uk).

Please phone us on 01553 616200 if you have any problems completing the form.

01553 616200  
[careline-cs.org.uk](http://careline-cs.org.uk)



# VAT Relief Eligibility

You qualify for VAT relief if you have a disability or a long-term illness (but please note the definition of this below) and you are buying the product for your own personal or domestic use. You don't have to buy the goods or services yourself. If your family member, carer or guardian buys the goods or services for you, and you qualify, then you won't be charged VAT.

For VAT purposes, you have a disability or long-term illness if you meet any of the following conditions:

- You have a physical or mental impairment which has a long-term and substantial adverse effect upon your ability to carry out everyday activities.
- You have a condition that the medical profession treats as a long-term illness, such as diabetes or heart disease.
- You are terminally ill.

## ELIGIBLE CONDITIONS INCLUDE:

- Arthritis
- Blindness
- Cardiovascular Disease
- Deafness
- Diabetes
- Epilepsy
- Heart Disease
- Hypertension
- Kidney Disease
- Motor Neurone Disease
- Multiple Sclerosis
- Parkinson's Disease
- Physically disabled
- Terminally ill
- Other

If you are in any doubt as to whether you are eligible to receive our goods or services without paying VAT, please consult HMRC.

Name of alarm user\*

Postcode of alarm user\*

***Please tick one of the following options:***

- I declare that the alarm user qualifies for VAT relief, based on the information above**
- I declare that the alarm user does not qualify for VAT relief**

Qualifying health condition(s)

**PLEASE ENSURE YOU ACCEPT THE TERMS & CONDITIONS ON PAGE 9**

# Terms & Conditions

This agreement is between the Borough Council of Kings Lynn and West Norfolk acting, ('WE' or 'US') Careline Community Service and (YOU).

It provides for the hiring of an alarm unit and/or accessories, and sets out legal rights and responsibilities for the protection of YOU and US.

## 1. Description of Service Delivery and Responsibilities

WE shall:

- 1.1 Hire to you an alarm and accessories for which you will pay us a weekly amount for hiring, servicing, monitoring and maintenance.
- 1.2 Install the alarm (if requested) and accessories as per the manufacturer's instructions and test the equipment to ensure it is in full working order.
- 1.3 Provide a 24-hour alarm monitoring service as described to you and detailed in your Client Guide which is attached to this agreement.
- 1.4 Replace or repair your alarm and equipment free of charge in the event that it fails within the terms of this agreement. We will reserve the right to charge for any lost or damaged equipment.
- 1.5 Reserve the right to deliver services through a sub-contractor.
- 1.6 NOT accept responsibility for defective/failure of equipment, which is provided by a third party, even if linked via our alarm unit and/or installed by assistive technology.
- 1.7 NOT accept responsibility for mobile network coverage in relation to Sim based units.
- 1.8 Provide confirmation of receipt of your application to you.
- 1.9 Inform you if we are unable to provide equipment or services to you, explaining why. We will seek a solution to any issues that prevent us from providing services or equipment to you.

YOU shall:

- 1.8 Provide all information we need to enable us to provide the services by fully completing the personal record form at commencement of the service. (We are reliant on the information you provide at the visit for provision of the service). Details can then be changed at any time by activating the alarm unit or pendant. You are responsible for updating us with any changes from the original form.
- 1.9 Tell any emergency contacts that you have given their details to us.
- 1.10 Only use the alarm unit to call for help from us.
- 1.11 Take good care of the equipment according to the instructions provided.
- 1.12 Contact us immediately if you notice that the equipment is not working properly.
- 1.13 Allow access to our authorised staff to check, maintain, repair, test or recover the equipment.
- 1.14 Tell us if you move house by calling 01553 616200. If you require us to re-install the equipment, we will apply a re-installation charge.
- 1.15 Pay all electricity, telephone and similar charges for your use of the equipment. The equipment is reliant on electricity supply and relevant communication links, for example, Wi-Fi/analogue line.
- 1.16 Allow us to contact your nominated representative or next-of-kin if we cannot make contact with you directly, or there is no response to communication from us.
- 1.17 Have separate responsibility for the terms of this agreement where there is more than one resident if you have both signed the agreement.
- 1.18 Agree to us accessing GPS data to locate you if assistance is required.

## 2. Insurance and Liabilities

WE shall:

- 2.1 NOT accept responsibility for any failure on the part of the contractors in providing appropriate help or assistance.
- 2.2 NOT provide a Borough Council response service which will attend your home address in an emergency.
- 2.3 NOT be liable for any deficiency in the service provided resulting from circumstances beyond our control, including loss of telephone, electricity, SIM or Wi-Fi connectivity, whether or not as a result of force majeure events such as storm, flood or fire.
- 2.4 NOT take any responsibility for any damage made to your property by the Emergency Services whether you have a key safe or not.
- 2.5 NOT accept responsibility for the emergency services timescales in responding to a call out.

YOU shall:

- 2.6 Take reasonable care of the alarm equipment and accept the cost of replacement or repair in the event of theft or damage.
- 2.7 Indemnify the Council against any claim arising from the lawful exercise of its intended role in providing this service.
- 2.8 Not interfere with the installation of the equipment, unless specifically advised by a member of the Careline Community Service team.

## 3. Payments and Charges

WE shall:

- 3.1 At the commencement of service, provide an invoice to you to cover the period from the date of installation until 31st March the following year
- 3.2 For each subsequent year, provide an annual invoice which will cover the period from 1st April until 31st March.
- 3.3 Provide you with a written payment plan if you are paying by Direct Debit, which will confirm your monthly amount and payment date (either 1st or 20th) or annual if requested.
- 3.4 Provide an automated payment line to enable credit and debit card payment.
- 3.5 Review the charges on an annual basis and may apply a percentage increase in which case we will provide you with 5 days' notice.
- 3.6 At our discretion, charge for any items that are lost, stolen or damaged. This includes items that are lost, stolen or damaged upon return to us in the post.
- 3.7 Retain the right to issue a final charge to settle the account upon cancellation.
- 3.8 Refund any amount paid for a lost or stolen item if it is found and returned in good working order within a 4 week period.

YOU will

- 3.9 Complete a Direct Debit mandate form if you have a bank account, to enable monthly or annual payments.
- 3.10 Ensure you make payments promptly via the Council's payment line or via our website, when paying via credit/debit card.

## 4. Installation

WE shall:

- 4.1 Install the equipment (if requested) which we are hiring to you.

YOU shall:

- 4.2 Pay us the costs of this installation work, upon receipt of invoice.

## 5. Delivery and postage

WE shall:

5.1 Post the equipment (if requested) which we are hiring to you and for this postal and programming service you will pay us, upon receipt of invoice.

5.2 Provide an installation guide to follow. Please note that when requesting this service, the hirer accepts responsibility for the installation of the equipment and we shall not accept any responsibility for any failure of the service due to incorrect connection of the equipment.

5.3 Send a Careline Community Service Installer or engineer to your home address to complete the installation should you or your representative be unable to do so. In this circumstance, we will invoice you a full installation charge in addition to the postal charge already applied.

YOU shall:

5.4 Follow the instructions in the installation guide to install the equipment.

5.5 Contact the Council immediately if you have any difficulties installing the equipment or if the alarm fails to connect to the control centre upon testing.

5.6 Pay a full installation charge should a Careline Community Service Installer or engineer be required to complete a home visit to enable the correct installation.

## 6. Termination

BOTH

6.1 Either YOU or WE may end this agreement in writing or by telephone to the other (US or YOU).

WE shall:

6.2 Continue to charge you for hire and maintenance until the end of the month in which we receive the equipment back from you or your representative.

6.3 Check all items are returned complete and in good working order upon receipt of the return of the equipment. Charges will be incurred for any missing or damaged items – see payments and charges section.

6.4 Stop Direct Debit payments for those clients who pay via this method upon receipt of the final payment under 6.2 above.

6.5 Refund any charges you have overpaid over the sum of £25 once any balances are settled.

YOU shall:

6.6 Contact the service on 01553 616200 to advise us that you wish to terminate the contract. Alternatively, your named representative or next of kin can do this on your behalf.

6.7 Return all the equipment as soon as possible to us via the Borough Council Office (King's Court, Chapel Street, King's Lynn, PE30 1EX) or using the pre-paid jiffy bag provided.

6.8 Upon receipt of an account closure letter, immediately pay all charges you owe us up to the date on which the agreement ended. This may include charges for missing or damaged items – see payments and charges section.

## 7. Failure to pay during the term of the Agreement

WE shall:

7.1 Write to you to request payment on at least three separate occasions before taking further action.

7.2 Cancel your connection if you fail to respond or pay as per the final written payment request. Cancellation will be confirmed in writing once it has occurred.

7.3 Advise you of a date of collection of the equipment, giving a minimum of 7 days' notice (Either written or via telephone).

YOU shall:

7.4 Either return the equipment upon request in the pre-paid jiffy bag provided.

7.5 Or provide access to the property for the equipment to be removed.

7.6 And remain liable for the charges up until the end of the month in which we receive the equipment back from you or your representative.

## 8. About this agreement

8.1 The agreement set out here is the whole agreement between YOU and US and replaces any earlier agreement about call/alarm monitoring services and equipment there might have been between YOU and US.

8.2 If YOU and WE want to change this agreement (apart from changing the prices or ending the agreement) YOU and WE can only do this by another agreement or letter in writing.

8.3 WE are not liable for any loss or damage to YOU under this agreement, except where death or personal injury are caused by our negligence.

## 9. Our Partners/Contractors

9.1 The provider of our call handling service is accredited by the Telecare Services Association.

9.2 The out of hours service is provided by our current servicing and maintenance contractor.

## 10. Safeguarding

WE will:

10.1 Follow the County Safeguarding Protocol and any safeguarding concerns may be passed onto the Multi-Agency Safeguarding Hub (MASH) or equivalent.

10.2 On occasion provide voice recordings to the emergency services.

## 11. Additional equipment

11.1 We can install a key safe at your request. Charges will be confirmed at the time of enquiry and the key safe will become your property.

11.2 Key safes have a manufacturer's warranty, a user guide is provided.

11.3 Should you call Careline requesting assistance with a key safe fault, we reserve the right to charge a call out fee.

## 12. VAT

12.1 A personal alarm call system is eligible for relief from value added tax under Group 14 of the Zero Rate Schedule to the Value Added Tax Act 1983 providing the user has a disability or long-term medical condition and they are being supplied for domestic or personal use only.

## 13. Early Cancellation Rights (Your Right to Withdraw from this Transaction)

You have entered into this agreement with Careline Community Service, however you have a right to a 14 day cooling off period to consider the matter again and change your mind if you wish.

If you wish to withdraw from the agreement, please contact Careline Community Service in writing at King's Court, Chapel Street, King's Lynn PE30 1EX, via telephone on 01553 616200 or via email at careline\_operators@west-norfolk.gov.uk. At the same time, you must arrange to return to us the alarm equipment in working order and without any damage or marks. (Where the equipment is damaged or marked, charges may apply).

If you withdraw, you are entitled to have repaid to you any money you have paid Careline Community Service, excluding the Careline Community Service installation charge.

#### 14. Equality Commitment

The Borough Council of King's Lynn and West Norfolk has a long-standing commitment to Equality.

WE shall:

14.1 Ensure compliance with legislation which makes making discrimination unlawful in the UK, including but not limited to:

- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Consumer Credit Act 1974
- Health and Safety at Work Act 1974
- VAT reliefs for disabled people

14.2 Treat YOU with fairness, dignity and respect.

14.3 Ensure that the services we provide are accessible.

14.4 Actively challenge prejudice and discrimination.

14.5 Ensure compliance with all other relevant guidance and policies.

#### 15. Data Protection

The Borough Council of King's Lynn and West Norfolk values the privacy of your personal information.

WE shall:

15.1 Maintain security measures to protect any of your personal data that we collect, use, or share to provide goods and services. The way the Council manages your personal information is set out in our Privacy Notice.

15.2 Record all alarm calls to and from the monitoring centre for your security and for training and quality monitoring purposes.

15.2 Manage all data held in connection with the service in accordance with the General Data Protection Regulations 2016 & the Data Protection Act 2018.

15.3 In some circumstances, when necessary, share the information collected on this form with other departments of the Council or with external third parties (for example, contact details of your representative/next-of-kin may be shared with emergency services or health and social care agencies in an emergency situation for safeguarding reasons). Details of data sharing can be found in the Privacy Notice.

#### 16. Complaints

16.1 If you are unhappy with the equipment or any matter relating to the provision of Careline Community Service, please contact us as soon as possible.

16.2 We will acknowledge all complaints within 5 working days from notification.

### Declaration

I confirm that:

- by pressing the submit button I am accepting these Terms & Conditions
- I agree to the data on this form being stored in line with the Privacy Notice
- I understand my right to cancel early
- I have completed the VAT relief form

Name of the person submitting these forms

Relationship to the alarm user  
(if applicable)

**SUBMIT FORM**

# Privacy notice

## Why we collect your personal information

The Borough Council of King's Lynn and West Norfolk ("the Council") takes the safety of your personal information very seriously and will only ever process your information in accordance with the law, this includes the United Kingdom General Data Protection Regulations (UK GDPR), Data Protection Act 2018 and any other relevant legislation. You have a right to know how the Council processes your data and the purpose of that processing.

We collect data to enable provision of Careline Community Service goods and services. Some of the services provided include:

- Arranging the installation of equipment, servicing appointments and home visits.
- Handling and resolving enquiries about equipment.
- To maintain records of emergency contacts/nominated representative/next-of-kin.
- Responding to alarm calls, which may include accessing your location using GPS data to enable our contractors to locate you if assistance is required.

We may also use your data for any of the following purposes, in line with our corporate privacy policy:

- Statutory requirements i.e. reporting to Government
- Financial transactions
- Prevention and detection of crime
- Equality monitoring
- Service delivery
- Service improvement and planning
- Research purposes including consultations

## Why we are allowed to use your data

The Council is permitted to use your data to fulfil a public task, and collects your data for those purposes. Our powers and duties come from various UK laws, including but not limited to:

- The Localism Act 2011
- The Equality Act 2010
- The Housing Grants, Construction and Regeneration Act 1996
- Disabled Facilities Grant (conditions relating to approval or payment of Grant) General Consent 2008
- The Care Act 2014

The Careline Community Service collects and processes data using powers conferred upon Local Authorities in UK GDPR. The following categories of lawfulness apply:

- Article 6(c) Processing is necessary for compliance with a legal obligation.
- Article 6(e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

In some instances, the Council may use your express consent as a means of processing your personal data.

## Categories of personal data

The information we collect to carry out our statutory duties and deliver our services may include the following information:

- Names
- Addresses
- Dates of birth
- Telephone numbers
- Email addresses
- Medical records and conditions
- Payment details (debit/credit card)
- Bank account numbers and sort code for Direct Debits
- Registered GP/Practices

The information collected and held will vary dependent on the service used. In each case, we will only collect and keep your information to the extent it is proportionate for us to do so, and only for as long as necessary.

## Special category data

On limited occasions we may come into possession of special category data. Special category data is personal data that needs more protection because its use can potentially present risks to an individual's fundamental rights and freedoms. Examples of this include personal data concerning health or racial/ethnic origin.

To process this data, Article 9 of the GDPR will apply:

- Article 9 (a) The data subject has given explicit consent to the processing of those personal data for one or more specified purposes
- Failure to provide accurate and complete information when requested may prevent us from providing you with the agreed service.

## Who we may share your information with

In some circumstances, it will be necessary to share your information with other departments within the Council and/or external third parties, these may include:

- Police & Fire Authority
- Health & Social Care Agencies
- Judicial agencies such as the courts
- Other Local Authorities
- Immigration Service
- Government Departments such as HMRC, DWP etc.
- Contractors providing services on behalf of the Council
- Charitable organisations
- The Land Registry

To the extent that it is able to do so, the Council will prohibit any such third party organisation from using that data for any other purpose, and will require them to comply with all requirements of data protection legislation and government security standards.

## How long we keep information about you

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it.

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Retention periods for Careline Community Service records are published in our Health, Wellbeing and Public Protection Data Retention Schedule. This is reviewed on an ad-hoc basis.

## Accessing the information we hold about you

You have the right to ask for all the information we have about you. This is called a Subject Access Request (SAR). Find out more and make an application online here.

If you wish to see more information about the way in which the Council uses your data, you can access our Corporate Privacy Policy and our Data Protection Policy.

You can find out more about privacy and data on the ICO website.

If you have a concern about how we are using your information, we would ask you to contact us in the first instance at [data.protection@west-norfolk.gov.uk](mailto:data.protection@west-norfolk.gov.uk).

# Direct Debit Mandate



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

Financial Services King's Court, Chapel Street, King's Lynn Norfolk PE30 1EX
---

Name(s) of Account Holder(s)


Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Branch Sort Code

--	--	--	--	--	--

Name & full postal address of your Bank or Building Society

To the Manager	Bank/Building Society
Address	
Postcode	

Reference

--	--	--	--	--	--	--	--	--	--

Service User Number

6	4	8	7	3	0
---	---	---	---	---	---

FOR BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK OFFICIAL USE ONLY

This is not part of the instruction to your Bank or Building Society

Please enter below your current address

--

Preferred Instalment Date for Sundry Income:

1st  20th

### Instruction to your Bank or Building Society

Please pay the Borough Council of King's Lynn & West Norfolk Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with the Borough Council of King's Lynn and West Norfolk and, if so, details will be passed electronically to my Bank/Building Society.

Name(s)
Date



Bank and Building Societies may not accept Direct Debit Instructions for some type of accounts.

### This guarantee should be detached and retained by the payer

- 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, the Borough Council of King's Lynn & West Norfolk will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the Borough Council of King's Lynn & West Norfolk 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 the Borough Council of King's Lynn & West Norfolk 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 the Borough Council of King's Lynn and West Norfolk 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 notify us.

