

Stevenage Careline Community Alarm Service Customer Agreement



This agreement sets out the Careline service that Stevenage Borough Council will provide to you and what they expect from you throughout the term of the agreement. The agreement will start from the date of installation and will end when the unit is returned to Stevenage Borough Council.

What you must do under this agreement:

- You must provide us with your personal details – your telephone number, any medical condition, the name, address and telephone number of your emergency contacts and doctor. Please notify the Supported Housing Office or the Careline Centre (by pressing your alarm button) if there are any changes to your personal details.
- You must not switch off the electric power supply or unplug the telephone line connected to the alarm unit.
- You must make a test call to Careline once a month by pressing your alarm button and letting the operator know you are just testing the alarm.
- You must phone the Supported Housing Office or the Careline Centre straight away if you feel your alarm is not working properly, if the red light around the alarm button goes out or if the red light on your pendant/wrist strap does not come on at all when pressed.
- You must not allow anybody other than a Supported Housing Officer or engineer approved by Stevenage Borough Council to attempt to make any alterations or repairs to the alarm system.
- You must only use your door chain when you are answering the door – if you leave it on at other times the Supported Housing Officer or your named key holders will not be able to get in to your home in an emergency.
- Telephone line rental, call charges and electricity will be paid by you, as part of your contracts with the companies who supply them to you. Normal call charges apply each time you use your alarm.
- You must pay any service charge in advance annually, quarterly, monthly or weekly. Service charges will be reviewed once a year and you will receive a statement annually.
- For the response service only you must agree how you want the Supported Housing Officers to use the key in safe to get in to your home if you are unable to answer the door or we are concerned as to your wellbeing.
- For the monitoring-only service you must provide details of a personal contact to become a keyholder to your home. This contact must hold a key or have access to your property, live close to you and be prepared to be called out to you in an emergency any time of the day or night.
- You must allow access to your home at an agreed time and date for the installation, repair, testing, updating and removal of the alarm equipment.

- You must notify the Supported Housing Office if you no longer need or want the alarm unit, if you intend to move home or if you are buying a Council home. The alarm unit and pendant remain the property of Stevenage Borough Council and must not be passed on to anybody else or used at another address.
- You are advised to wear your pendant (or wrist strap) at all times when in your home.
- Please keep the equipment clean and away from food and drink as any spillages may prevent the unit from working.

What we will do under the agreement

- We will arrange for the installation of the equipment at your property and provide you with instructions on how to use it and give you a Careline information pack.
- We will answer your emergency call 24 hours, seven days a week and ensure that appropriate action is taken including contacting a Supported Housing Officer (for the response service) or keyholder (for the monitoring only service) to assist you, along with any emergency services required.
- We will automatically call your named contact if you are taken to hospital following an alarm call unless we have instructions not to do so in writing.
- We will record all calls to and from the Careline Centre and keep them for 12 months. This is so they can be replayed if there is a query relating to any call.
- We will contact you within four to six weeks of installing the alarm unit to ensure you are happy with how to work it.
- We will ensure that the Careline Centre operates within the guidelines and standards set by the Telecare Services Association. (Details available on request).
- For the response service only we will ensure the code to your key safe is kept securely and your key is only used by a Supported Housing Officer in accordance with your wishes in this agreement.
- If a Supported Housing Officer enters your home when you are not there to check on your well being they will leave a card and leave your home secure.
- We will treat the information provided by you as confidential in accordance with the Data Protection Act 1998 and Data Protection Amendment Act 2003, and only use it or any information about your circumstances with your agreement or if your health and safety are at risk.

- We will ensure all Supported Housing Officers wear a uniform and an identification name badge when calling at your home.
- We will ensure the alarm system is maintained and arrange the repair or replacement of faulty alarm units or pendants within 24 hours of the fault being reported to the Supported Housing Office or Careline Centre.
- We cannot be held responsible for any delay or loss of service provision as a result of circumstances beyond our control, including adverse weather conditions, power or telephone line failure.
- In the event of an emergency and we are unable to gain access to your home or contact a keyholder we will force entry to your home with the aid of the Police. If this is necessary we would not be liable for any damage caused. We will take reasonable steps to re-secure your property and reserve the right to charge for any costs incurred.
- We will arrange for a Supported Housing Officer to visit you once a year to test the alarm system and update our records.
- We will acknowledge any complaint within 2 working days and tell you what we are going to do within 10 working days.
- We are committed to treating everyone equally whatever your: age, disability, gender identity (including transgender people), ethnic background, colour, nationality, religion or belief, sexual orientation and any other reason which causes a person to be treated unfairly.
- We will treat you fairly and with courtesy, honesty and respect your dignity and independence.
- We will value you as an individual and will not form opinions about you based on bias, prejudice, assumptions or stereotypes.
- We will give you equal access to our services, based on your individual needs.

Charges for the service

- For the response service you will be paying for the installation, lease of the equipment, maintenance and response service.
- For the monitoring-only service you will be paying for the installation, lease of the

equipment and maintenance.

- You can choose to pay by direct debit, standing order, by telephone using a bank card or by obtaining a payment card through us.
- We may make a charge up to the full replacement cost of the alarm and/or pendant if they are lost or damaged, (particularly if due to inappropriate use or negligence), or not returned to Stevenage Borough Council at the end of the agreement.
- Service charges are weekly, reviewed annually and are subject to change. You will get at least four weeks notification of any change to your service charge.

Cancelling the agreement

- You have a right to cancel this agreement up to fourteen days after installation, without notice or charge, providing all the equipment is returned to Stevenage Borough Council in a serviceable condition.
- You may terminate the service at any time by returning all the equipment to Stevenage Borough Council, Daneshill House. You will be charged until the pendant and alarm equipment has been returned.
- It is your responsibility to cancel any standing order that you have set up with your bank to pay for the service.
- Your rights under the Sale of Goods Act 1979, the Supply of Goods and Services Act 1982, the Consumer Protection Act 1987 and other legislation to similar effect and the regulations made under them shall not be affected by the provisions of this agreement.

Termination or changes to the service

Stevenage Borough Council may terminate or limit the service for any reason such as: misuse of the service; violent or abusive behaviour towards staff, concerns for staff health, safety or security; failure to pay the service charge; the level of service requested is greater than the Stevenage Borough Council is able to provide; or for the monitoring-only service failure of keyholders to respond. If the service is to be terminated or changed this will be discussed with you and confirmed in writing. The notice period for termination or changes to the service will be seven days.

Please note that the equipment supplied to you remains the property of Stevenage Borough Council at all times.

You have chosen:

- Response service with a key safe
- Monitoring only service

Use of key safe – response service only

You have chosen our Response Service and have given permission for the Supported Housing Officers to use a key from your key safe.

Your Responsibilities:

- You will ensure a key is in your key safe at all times
- You will update Stevenage Careline if your key safe number is changed
- If in an emergency there is no key in your key safe when we respond we may contact the emergency services to gain access.

Use of your key for the Mobile response service

- A.** I give permission for a Mobile Supported Housing Officer to enter my home using my key from the key safe if an alarm call has been made from my home and it is felt that I would be unable to open the door myself.
- B.** I give permission for a Mobile Supported Housing Officer to enter my home using my key from my key safe if there is any concern as to my wellbeing.
- This includes if you receive a request from a named emergency contact, relative, carer, neighbour or another service such as community meals to check on my wellbeing.

If option A only is ticked, what action should be taken if the Supported Housing Officer needs to get into your home due to concern for your wellbeing?

Emergency contacts

Name:

Address:

Tel no:

Relationship:

Name:

Address:

Tel no:

Relationship:

Please say what you would like us to do with your pet(s) if you need to be taken to hospital.

I understand that I can change these details at any time by contacting the Supported Housing office on 01438 242666.

A copy of this agreement is to be retained by you for your information and future reference.

I/We accept the terms and conditions set out in this agreement.

Signed:

Print name:

Address:

Date:

If this agreement is signed by someone holding a Power of Attorney on your behalf then a photocopy of the Power of Attorney should be attached to the copy of this agreement which is retained by Stevenage Borough Council.

Client's Power of Attorney Signature:

Print name:

Address:

Stevenage Borough Council will provide the service detailed within this agreement from the date of installation to the date it is returned to them.

Signed:

Print name:

Position:

Date:

We can make this document available in different languages, Braille and large print upon request. We also have access to interpreting services for people who do not speak English. Telephone 01438 242242 or textphone (for textphone users) 01438 242555.

