

How do I pay for the service?

You will be invoiced a quarterly charge, in advance, by the Council. Payment may be made in the following ways:

Customer Service Centre – cash or cheque
Post – cheque to be sent to the address on the invoice.

Telephone – debit or credit card.

Internet – debit or credit card.

Bank – direct debit.

How much will it cost?

All charges can be obtained by telephoning the NEW Lifeline office on 01527 534060.

Please note all charges are subject to annual review in April.

VAT is charged at 20%, however, under the VAT Act 1983 Goods & Services for Disabled Persons, you may be eligible for VAT exemption. The guidelines published by HM Customs & Excise state that if blind, deaf or dumb; substantially and permanently handicapped by illness, injury or congenital deformity or by virtue of general frailty, most elderly people are entitled to VAT exemption.

In order to claim it will be necessary for you to sign a declaration form which will be provided when our Telecare Installation Officer visits you in your home.

What should I do now?

To arrange a without obligation demonstration please:

Telephone: 01527 534060

Email: lifeline@bromsgroveandredditch.gov.uk or complete and return the form below.

NEW Lifeline Application 

Name:

Address:

..... Post Code

Contact Tel. No:

To: NEW Lifeline, Town Hall
Walter Stranz Square, Redditch B98 8AH



NEW lifeline

Community Alarm Service

NEW Lifeline
supporting independent living,
providing peace of mind to
service users and their families
24 hours a day.

0111 BA0764



Bromsgrove
District Council
www.bromsgrove.gov.uk



www.redditchbc.gov.uk

NEW Lifeline is a community alarm service available 24 hours per day, 365 days per year to any vulnerable person living within the Redditch and Bromsgrove Districts. Supporting those who may be elderly, living alone for the first time, living with a disability or a serious health problem. The aim of the Service is to give the user confidence to continue living independently in their own home and to provide security and peace of mind to themselves and their families.

Our Monitoring Centre is staffed 24 hours a day by friendly, caring Operators who are fully trained to respond promptly and efficiently upon receiving an emergency call.

How does the system operate?

The Lifeline Unit allows you to summon assistance by pressing either the red button on the control unit or the portable pendant also supplied, which you wear as you move around your home.

Upon receiving a call the Monitoring Centre Operators are able to identify who the caller is and where they live; speak to them, arrange for the necessary help or assistance and advise the next of kin or other personal contact what has happened at any time of day or night. In order to continually improve the service all calls are recorded and may be used for training or other purposes.

How do I subscribe to the NEW Lifeline Service?

If you are interested in subscribing to the NEW Lifeline Service, an appointment will be made for a Telecare Installation Officer to visit you at your home. The Officer will carry an ID card with them at all times, which they will present to you on arrival.

The Officer will ask you for various details about yourself, such as your address, next of kin, doctor, chosen contact and key holder details, and details of any ailments or disablements that you may have. This information must be kept up to date and is stored strictly confidentially on the NEW Lifeline Monitoring Centre computer to enable our Operators to respond appropriately upon receipt of your emergency call.

If possible, at this visit, the Telecare Installation Officer



will install and demonstrate the Lifeline equipment to you. If you wish to go ahead the equipment will be left with you and should you wish to cancel the Service within 21 days of installation the equipment will be removed without charge or notice.

The Service User will be expected to test the equipment at least once a month and to ensure that your personal details are correct and up to date.

What does installation involve?

Installation of the equipment requires the availability of a telephone line with a 'plug in' type socket directly into the wall within one metre of a 13amp electric socket outlet. The unit must be placed directly onto a hard surface and no cables may be left trailing, across doorways or under carpets that would cause a danger to the Service User.

The Telecare Installation Officer will be pleased to advise you on any necessary wiring work to be carried out, although, you will have to meet the cost of any work required.

For an additional fee you may also wish to connect other sensors to your Lifeline unit. These sensors include flood, smoke, extreme temperature, carbon monoxide and fall detectors.