www.centralbedfordshire.gov.uk



# Technology (aids) to help you in your home

## What is Technology Enabled Care?

Technology Enabled Care (TEC), also known as assistive technology or telecare, is designed to help you remain safe, comfortable and independent. It includes a range of devices from personal alarms, activity trackers, medication reminders all support with achieving your personal goals and provide peace of mind to families and carers.

# Why have TEC in your home?

# TEC can help you:

- live at home safely, comfortably, securely, and independently
- manage your care and support in, a way that is right for you
- stay connected with other people
- reduce the chance of having to go into hospital because of a fall or accident
- improve your quality of life in other ways

#### How does TEC work?

TEC works through the installation of a range of different sensors in your home connected via a control box to a monitoring centre that is there to help 24 hours a day, seven days a week.

#### How do I request TEC and who do I contact?

You can access TEC by either purchasing it privately or contacting us to arrange for one of our social care practitioners to complete an assessment to see how would benefit from any TEC. Please see the information on options below.

## **Assessment through Adult Social Care:**

You can contact the Central Bedfordshire Council's Customer Service Centre to ask for a referral and assessment with our Adult Social Care practitioners.

#### Contact us...

by telephone: 0300 300 8303

by email: customers@centralbedfordshire.gov.uk on the web: www.centralbedfordshire.gov.uk

Write to Central Bedfordshire Council, Priory House,

Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ

In Central Bedfordshire, TEC is provided by us through our partnership with Livity Life. If your assessment indicates that you would benefit from TEC, a Livity Life engineer will attend to arrange installation and



••••••

show you how to use the equipment. If this is not required, we will simply arrange for delivery. We will also contact you regularly to see how TEC is working for you.

If you would prefer to organise TEC yourself without approaching the council, <u>Miguardian</u> (also provided by Livity Life) is able to offer services direct by calling 0800 130 0011 (opening hours are Monday to Friday from 9:00am to 5pm). There are other companies that can provide similar services. If you want to search for them good places to start are: <a href="https://livingmadeeasy.org.uk/">https://livingmadeeasy.org.uk/</a> and <a href="https://www.alzheimers.org.uk/get-support/staying-independent">https://www.alzheimers.org.uk/get-support/staying-independent</a>.

#### How much does it cost?

#### Cost below is in relation to TEC provided through the council following an assessment.

The cost is £7.40 per week (unless you meet the eligibility criteria for care and support or have a disability and can claim exemption from VAT, in which case it is £6.30 per week). There is no additional cost for assessment, installation, monitoring, or maintenance. If you have other care services, the cost of TEC can be taken into account when we assess your contribution.

To claim a VAT exemption please complete the form below. There is also guidance on which conditions qualify for the exemption.

#### What are the payment options?

There are two payment options available. You can pay by direct debit and we have provided a banking mandate if this is your preferred option. Alternatively, we can send you quarterly bills. Please indicate your preference on the form below.

	<b>.</b>	abled Care Charging
		ng information to ensure accurate billing of TEC if you are receiving this through the form and is for purposes of billing and VAT exemption
Name:		
Address Line One.		
City/Town.		
County.		
Post Code.		
Telephone Nu	ımber.	
Email.		
Places tick and	of the boxes	below to indicate as to whether you are claiming VAT exemption.
riease tick one	or the boxes	second to manage as to whether you are diaming that exemption
riease tick one	VAT Decla	
Please tick offe	VAT Decla	
Please tick offe	VAT Decla	ration.
Please tick offe	I do not wis per week.	ration.
Please tick offe	I do not wis per week.  I wish to claweek.	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per
	I do not wis per week.  I wish to claweek. I have comp	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40
Billing and Add	I wish to claweek. I have completess.	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per pleted and attached the telecare VAT exemption declaration.
Billing and Add	I do not wis per week.  I wish to claweek. I have completess.  The bill for your	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per
Billing and Add	I do not wis per week.  I wish to claweek. I have completess.  The bill for your	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per pleted and attached the telecare VAT exemption declaration.
Billing and Add We will send th would like to se	I do not wis per week.  I wish to claweek.  I have completess.  The bill for your end the bill to	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per pleted and attached the telecare VAT exemption declaration.
Billing and Add We will send th would like to se	I do not wis per week.  I wish to claweek.  I have completess.  The bill for your end the bill to	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per pleted and attached the telecare VAT exemption declaration.
Billing and Add We will send th would like to se Name: Address Line	I do not wis per week.  I wish to claweek.  I have completess.  The bill for your end the bill to	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per pleted and attached the telecare VAT exemption declaration.
Billing and Add We will send th would like to se Name: Address Line City/Town.	I do not wis per week.  I wish to claweek.  I have completess.  The bill for your end the bill to	sh to claim VAT exemption and understand that I will be billed the equivalent of £7.40 aim the VAT exemption and understand that I will be billed the equivalent of £6.30 per pleted and attached the telecare VAT exemption declaration.

Post Code.			
Telephone Number.			
Email.			
	<u> </u>		
irect Debit:			
receive quarterly invoic	to indicate whether you would like to pay by direct debit or alternatively you would wishes.		
	I wish to pay by direct debit.		
	I have completed and attached the direct debit mandate.		
	I do not wish to pay by direct and debit and would prefer to receive quarterly invoices.		
you have any queries ab inance Team on 0300 300	out the charging process, please contact Central Bedfordshire's Council's Customer 0 8303		
EC VAT Exemption	on Form.		
rior to completing this fo	rm, please read the accompanying guidance notes which explain who is eligible for VAT		
xemption.			
•			
xemption.			
ustomer Declaration:  I (Full name)			
xemption.  ustomer Declaration:  I (Full name)  Address Line One:			
xemption. ustomer Declaration:			

- 1. TEC monitoring equipment.
- 2. Installation, maintenance and repair of TEC monitoring equipment, trigger and sensor devices.
- 3. Monitoring and response services associated with the above equipment, and I claim relief from the value added tax.

	• • • •
Signature and Date:	
//	
Supplier Declaration:	
Central Bedfordshire Council.	
Of: Priory House, Monks Walk, Shefford, Bedfordshire, SG17 5TQ	

Is supplying to the person named above with the following:

TEC monitoring equipment, trigger and sensor devices.

Installation, maintenance and repair of TEC monitoring equipment, trigger and sensor devices.

Monitoring and response services associated with the above equipment for the personal use of the disabled person.

#### **VAT Relief for Disabled People.**

If you are disabled, chronically sick or frail you may obtain VAT relief for a community or emergency alarm system it is solely for your own use. The supplier will require a declaration of eligibility for VAT relief at the time of purchase. To get the product VAT free, your disability has to qualify.

#### For VAT purposes you're disabled or have a long-term illness if:

- 1. You have a physical or mental impairment that affects your ability to carry out everyday activities e.g. blindness.
- 2. You have a condition that's treated as chronic sickness e.g. diabetes.
- 3. You're terminally ill.

You don't qualify if you're elderly but able-bodied, or if you're temporarily disabled. You'll need to confirm in writing that you meet these conditions.

For more information, go to <a href="https://www.gov.uk/government/organisations/hm-revenue-customs/contact/vat-enquiries">https://www.gov.uk/government/organisations/hm-revenue-customs/contact/vat-enquiries</a>

Where you can use webchat to speak to an adviser online instead of calling HMRC's helpline. You can make a VAT enquiry online to get a reply more quickly than by post. You can send written enquiries to:

## HMRC - VAT Written Enquiries Team.

Alexander House

21 Victoria Avenue

Southend on Sea

SS99 1BD

#### **VAT Helpline:**

When contacting the VAT Helpline, you will need your postcode and VAT registration number (if registered) when you call.

Tel: 0300 200 3700

Textphone: 0300 200 3719

# Contact us...

by telephone: 0300 300 8000

by email: customers@centralbedfordshire.gov.uk on the web: www.centralbedfordshire.gov.uk

Write to Central Bedfordshire Council, Priory House,

Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ

# To pay your future bills by Direct Debit please complete and return the form below:



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



Please fill in the whole form and send it to:		
Central Bedfordshire Council		
Debt Recovery		
Priory House	Service User Number	
Monks Walk	6 9 0 8 6 1	
Shefford		
SG17 5TQ		
Name(s) of Account Holder(s)	In the event of a query please supply us with your contact details:	
	Name –	
	Telephone –	
Bank/Building Society account number	Post code –	
Branch Sort Code  Name and full postal address of your Bank or Building Society	Instruction to your Bank or Building Society	
To: The Manager Bank/Building Society	Please pay Central Bedfordshire Council Direct Debits from the account detailed in this Instruction subject to the	
Address	safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Central Bedfordshire Council and, if so, details will be passed electronically to my Bank/Building Society.	
Postcode	Signature(s)	
Reference		
	Date	

Please note if you have other services from CBC with the same reference number they will also be collected by Direct Debit (excluding Council Tax, NDR & Rent).

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

This guarantee should be detached and retained by the Payer

# The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Central Bedfordshire Council will notify you 10
  working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Central Bedfordshire Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time, by writing to your Bank or Building Society. Please also send a copy of your letter to us.

