

## Lifeline Service Provision: Current Charging Structure

### Harrogate Area

Weekly

#### Standard Lifeline Service

This service costs £8.37 per week and includes:

- neck or wrist pendant and Lifeline unit
- one extra free pendant if needed
- delivery and installation of the lifeline equipment
- a visit from independent living officer to show you how to use the Lifeline unit
- a dedicated independent living officer to contact if you have any issues or questions
- 24-hour emergency response service

#### Premium Lifeline Service

This service costs £10.75 per week and includes:

- all Standard Lifeline services
- monthly personal wellbeing checks or weekly wellbeing phone calls
- equipment testing by an independent living officer

### Richmondshire Area

A device that connects to your telephone and a call button that you wear around your neck or on your wrist in your home. Our trained mobile wardens can be sent to customers in emergency situations.

You can also add extra equipment to your Lifeline service that monitors certain situations and automatically raises an alarm.

The equipment costs 83p per item per week. No VAT is charged for the equipment.

The Lifeline emergency response service costs £7.11 per week, plus VAT.

If you are disabled or have a long-term illness, you will not be charged VAT on products designed or adapted for your own personal or domestic use.

### Ryecare Area (note no annual uplift was applied for 26/27 due to planned changes)

Weekly

Lifeline unit including lease, maintenance and monitoring £6.40

Falls detector £2.49

Smoke alarm £1.16

Support package charges are subject to VAT at 20% unless you are VAT exempt (VAT exempt includes people who are chronically sick or disabled).

### Selby Area

Weekly

This costs:

- Lifeline standard at £5.90 per week
- Lifeline with a quarterly visit at £7.90 per week
- Lifeline with a monthly visit at £12.10 per week

These packages include:

- 24-hour emergency response to help you whenever you need it
- a Lifeline wearable pendant and call unit
- annual visit from support officers to test equipment and have a chat