**Referral and Payment Form**

The Good Day Call service is available to people aged 50 or over, living in England.

To refer someone to the service we will need some information about the person you are referring, and about you. You can refer someone to the service using this form, or by calling the Good Day Calls service on **01634 578 085**. Completed forms can be emailed to **gooddaycalls@ageukmedway.org.uk**

**About the person being referred:**

Name (and what they prefer to be called): …………………………………………………………………………………………………………………...

Address: ……………………………………………………………………………………………………………………………………………………………….

Telephone (landline / mobile): ….……………………………………………………………/.………………………………………………………………

Email: …………………………………………………………………………………………………………………………………………………………………..

Do they have a call blocker on their telephone? Yes / No / Don’t know

**About you:**Name: …………………………………………………………………………………………………………………………………………………………………

Address: ………………………………………………………………………………………………………………………………………………………………

Telephone (landline / mobile):………………………………………………………………/……………………………………………………………..

Email: …………………………………………………………………………………………………………………………………………………………………

Please tick to confirm the older person has agreed for us to contact them.

Your relationship to the person you are referring: …………………………………………………………………………………………………

If you are making the referral as part of your job, who do you work for? …………………………...……………………………………….

Do you provide a service to this person? …………………………………………………………………………………………………………….

How did you hear about the Good Day Calls service? ……………………………………………………………………………………………

Age UK Medway is committed to protecting your privacy, and takes its responsibilities and obligations seriously in compliance with data protection law. The personal data we collect for the Good Day Call service will be processed under the lawful basis of our contract with you, and in the vital interests of the client, and in accordance with our Privacy Policy.   
For further information on how Age UK Medway processes your personal data, please read our Privacy Policy. By signing this form you agree to the terms of service detailed in the Service Agreement at the end of this document.

Signature: ……………………………………………………………………….......... Date: …………………..……………………………………

**What happens next:**

We need information from the person you are referring to confirm they want to receive calls from the Good Day Calls service, schedule suitable times, and to obtain their consent to keep their personal information. We also need details of two contacts who have agreed to be contacted when we are unable to reach the client by telephone.

Once we have been in touch with the person you have referred we will not share any of their information with you without their permission, and the content of calls will be confidential.

# Paying for the service for UK FUNDERS BY DIRECT DEBIT

The cost of the Good Day Call service is subject to the number of calls to be provided each week. For those requiring one to three calls per week, the cost is £35 per month. If four to seven calls are required, the cost is £50 per month.

Funders in the UK are requested to pay by Direct Debit using the form provided.

# Confirmation

Signature: ……………………………………………………………………….......... Date: …………………..……………………………………

If signing on behalf of the account holder please indicate the authorisation held to do this eg. Power of Attorney etc

# Paying for the service for NON-UK FUNDERS BY CREDIT CARD

The cost of the Good Day Call service is subject to the number of calls to be provided each week. For those requiring one to three calls per week, the cost is £420 per annum. If four to seven calls are required, the cost is £600 per annum.

Non-UK funders can pay by credit card annually in advance using the form below. Funders in the UK are requested to pay by Direct Debit using the form provided. Alternatively, you can make credit card payments by telephone on **01634 572 616**.

Name (as written on card)

Card Number

Expiry

Start

Issue number

Security code

Please debit my card by £420 annually in advance Please debit my card by £600 annually in advance

Signed: ….……………………………………………………………………….......... Date: …………………..……………………………………

# Good Day Calls Service Agreement

This service agreement specifies the agreed terms under which Age UK Medway shall provide the Good Day Calls.

* The services will be provided by Age UK Medway (charity no. 06876354; company no. 1333023), through its subsidiary company, the Kent & Medway Trading Company (company no. 5475360), with its registered office at The Admirals Offices, Main Gate Road, Historic Dockyard, Chatham, Kent, ME4 4TZ.
* Age UK Medway will call the client each day, or on agreed days, and at an agreed time. There may be occasions when changes will be necessary and in such circumstances the client will be given as much notice as possible.
* Age UK Medway will ensure regular staff work with each client to build relationships.
* Should a client not respond to the daily call and two follow up calls 15 minutes apart on the same day, or the reply we receive gives Age UK Medway cause for concern, Age UK Medway will contact the named contact(s), who will arrange for a check to be made at the client’s home. If the named contacts are unreachable or are unable to make contact at the client’s home then   
  Age UK Medway will make escalations as appropriate in accordance to Age UK Medway’s protocols. The ultimate escalation shall be to the local Police force, and Age UK Medway shall have no liability beyond that notification.
* Good Day Calls Service is not an emergency or medical service.
* This agreement can be ended by either party at any time by the giving one month’s notice.
* Age UK Medway will contact the client six monthly to review the service. A review can also be requested if a request is made to make changes to the service received.
* If you have any problems or complaints about the service received from Good Day Calls, the client or funder should bring this to the attention of the Manager of the Age UK Medway, Good Day Calls service at any time using the contact details below.
* The personal data of the client and funder is processed by Age UK Medway in compliance with data protection law and in accordance with its Privacy Policy , which can be viewed at www.ageuk.org.uk/medway/privacy-policy. The personal data is processed under the lawful bases of performance of a contract and to protect the vital interests of the client, and will not be used for any other purpose or transferred to other parties unless specified as part of this service.
* The charge for the service is either £35.00 or £50.00, depending on the number of calls required each week, and this is payable by direct debit. A facility to pay annually in advance by credit card is also available. This may be varied from time to time at   
  Age UK Medway’s sole discretion. Breaks in the provision of the service for less than one month will be continue to be charged at the usual monthly rate
* If funding is provided by a third party, Age UK Medway will notify the client if funding is withdrawn.

Should you have queries in relation to this Good Day Calls Service Agreement, please contact the Manager of the Age UK Medway Good Day Calls service on **01634 578 085,** or by email on **gooddaycalls@ageukmedway.org.uk**.