

How much does it cost?

There is a weekly charge for this service, which is:

- £2.91 a week for the monitoring service
- £6.96 a week for the full service

These rates are inclusive of VAT and rental of the equipment. If you are exempt from VAT, the charge may be reduced.

You may be entitled to help with the costs, depending on your circumstances. For further information, please contact our team at Contact Islington on 020 7527 5456.

What do you need to get the service?

For us to be able to install your alarm, you must have the following:

- a plug-in telephone socket
- an electrical socket within ten feet of the telephone socket (not crossing any doorways)
- one set of keys to your property for each of your three keyholders if you have the monitoring service; or one set of keys for your property for Contact Islington if you have the full service

How can I apply?

You can find out more and apply online at www.islington.gov.uk/communityalarm.

Or you can request an application form and information pack about the service by contacting us on 020 7527 5456.

Community Alarm Service

Giving you independence and security in your home

If you would like this document in large print or Braille, audiotape or in another language, please contact 020 7527 2000.

Bengali

যদি আপনি এই তথ্য গুলো আপনার নিজ ভাষায় পেতে চান, তাহলে দয়া করে 020 7527 2000 নম্বরে যোগাযোগ করুন।

Spanish

Si desea esta información en su idioma, llame al 020 7527 2000

Somali

Haddii aad jeclaan lahayd macluumaadkan oo ku qoran luqadaada fadlan la xidhiidh 020 7527 2000

Turkish

Buradaki bilgilerin Türkçesini istiyorsanız, lütfen 020 7527 2000 numaraya telefon edin

Contact Islington

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What is the Community Alarm Service?

Contact Islington's Community Alarm Service offers help and security at the touch of a button. It allows you to contact us if you need assistance in your own home – for example, if you have a fall, have a disturbance, require medical help or are being harassed. It is a 24-hour service and is staffed 365 days a year by an experienced team of mobile wardens, based at our control room in Islington.



What will it do for me?

It will provide peace of mind for both you and your family. Knowing that someone will come to assist you at the touch of button, it reduces feelings of isolation, giving you a sense of security and the freedom to live an independent life.

How does the service work?

We will provide you with a base unit, which plugs in to your existing telephone system, and a discreet alarm button that can be worn as a necklace, wrist strap or brooch. When you contact us using your alarm, we establish what help you need. There are two different levels of service that you can opt for, detailed in 'Help required' on the next page.



What happens when you activate your alarm?

1 Press your alarm button

Whether you press the button on your pendant or the base unit, the base unit will beep and a light will flash to tell you the system is active. When you activate the alarm, it automatically dials our control room via your telephone.

2 You will be connected to one of our mobile wardens

Once the call connects, the mobile warden will have all your details on screen, so they will know who you are. The unit acts as a hands-free speaker, so the warden will be able to speak to you and you will be able to hear and speak to them even if you are unable to reach the handset on the telephone. The mobile warden who responds to the call will try to establish what help you need.

3 Help required

We offer two types of service:

Monitoring service You choose three people you know and trust to have a set of keys for your house. They can be neighbours, friends or family and they need to live within 20 minutes of your property. When you activate the alarm, the mobile warden will contact your 'keyholders' and, if necessary, the relevant emergency service. Once we've informed the keyholder(s) your alarm has been activated, it's their responsibility to attend. We do not go to the premises ourselves.

Full service We keep a set of keys to your premises so that we can gain access to your property to provide assistance when you activate the alarm. If necessary, we also contact the relevant emergency service. We keep the keys in a safe that we monitor at all times. We only remove the keys to respond to an alarm.