

Aim of the Link Line service

The aim of the Link Line service is to provide a 24 hour emergency response service every day of the year to Islington residents. The service is available to older people, vulnerable people and people with physical disabilities and special needs, regardless of age, race or gender.

We operate 365 days of the year and 24hrs a day

How does our community alarm work?



To install an alarm we require you to have a plug in phone socket and a power point within six feet of the phone socket on the same wall. An experienced Mobile Warden will install and demonstrate the

alarm. You will be given a pendant to wear that will work anywhere in your home. The alarm works like a telephone. In an emergency you press your pendant and the alarm will put a call through to our control centre. The Mobile Warden answering your call will know who you are and ask if everything is alright and try to establish what help you need.

We have over 1000 community clients

We offer two different services to people.

Full service

The full service requires you to provide us with a set of keys for your home and if you need our assistance in an emergency a Mobile Warden will be sent to assess the situation.



We receive over 2500 calls a week from people with a community alarm

Monitoring Service

The monitoring service requires you to have three keyholders who live locally to you and are available to attend at anytime. If you press your pendant and require assistance we would contact one of your keyholders and ask them to visit you.

What service do we provide?

What situations do Link Line respond to?

We attend a variety of calls including:

- mobility problems e.g. falls
- medical assistance
- bogus callers and intruders
- access for emergency services

If you've faced similar problems in the past then Link Line could be the answer for you.



We attend on average 500 callouts a month



How to contact us

If you are interested in having one of our alarms please complete the brief form below and return it to us using our freepost address listed and one of our Mobile Wardens will contact you.

Link Line are unable to guarantee the gender or race of the member of staff who attends your call as we are an emergency service operating on a 24 hour shift rota.

Send to:	Link Line London Borough of Islington/Housing FREEPOST LON 18437 LONDON, N5 1BR
Name	_____
Address	_____ _____ _____
Date of birth	_____
Telephone no.	_____
Mobile no.	_____

English

"If you would like more information in your own language please contact your local Area Housing Office and translation will be arranged."

Turkish

"Bu konuda Türkçe daha geniş bilgi almak isterseniz, lütfen yörenizdeki Bölge Konut Müdürlüğü (Area Housing Office) ile temasa geçin. Gerekli çeviri hizmeti sağlanacaktır."

Somali

Haddii aad jeclaan lahayd war dheeraad ah oo afkaaga ku qoran fadlan la xidhiidh Xafiiska Guryaha u qaabilsan xaafadaada halkaas ayaa tarjumaad lagaaga diyaarin doonaa.

Hindi

यदि आप अपनी भाषा में अतिरिक्त जानकारी प्राप्त करना चाहते हैं तो कृपया स्थानीय हाउसिंग ऑफिस में संपर्क करें और आपके लिए अनुवाद का प्रबन्ध किया जाएगा।

Bengali

"যদি আপনি নিজস্ব ভাষাতে অতিরিক্ত জানকারী প্রাপ্ত করতে চান তবে কৃপা করে স্থানীয় হাউসিং অফিসে যোগাযোগ করুন এবং আপনার জন্য অনুবাদের ব্যবস্থা করা হবে।"

Greek

"Εάν θέλετε περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε επικοινωνήστε με το Τοπικό Γραφείο Στέγασης (Area Housing Office) της περιοχής σας για να διευθετηθεί το θέμα της μετάφρασης."

Eritrean

ግብጽኛ ተወላጅ ሳብረታ ኣንድሕረይካ ኅይልዩ ኮይንኩም ብኸ-ባረኹም ምስቲ ናይ ከባቢኹም ቤት ጽሕፈት ኣባይቲ ተራኸቡኹም ተተርጉሙ ከመሃሮኩም ይከካል ከዩ።ጻፍ

Urdu

اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم اپنے مقامی انتظامیہ دفتر سے رابطہ کریں، آپ کے لئے ترجمہ کا انتظام کیا جائے گا۔

Kurdish

تەگەر حەزەر دەکەمی زانیاری تۆ بۆزمانی خۆت وەرگرت، تکایە پەڕوەندی بکە بە ئۆفیسێ ناوچەکەمی خۆتەوه تاووهکو خۆمەنتگوزاری وەرگێڕاندنت بۆ رێکبەخەن.

This document is also available in large print

To ensure a quality service all calls are recorded

Link Line Islington Community Alarm Scheme

**Which of these people has a
community alarm?**



All of them!