



# Community Alarm

## A lifeline for your loved ones

Information booklet



**ca**  
community  
alarm



ADUR & WORTHING  
COUNCILS



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Other formats available on request.

# Our Approach

**For 35 years, Community Alarm has been a constant companion to thousands of residents, providing peace of mind and security to vulnerable people.**

Thanks to our easy-to-use technology, customers have access to emergency help 24 hours a day, 365 days a year - and all at just the touch of a button.

Our service is highly-valued, helping people to continue living independently in their own homes.

We work closely with partners, such as Sussex Police and West Sussex Fire & Rescue, to make sure we provide the best possible support.

And because we are a Council service, we are trusted and local - and we can keep our fees as low as possible.

At the core of our service is the alarm unit. This comes as standard and is designed to be as easy-to-use as possible. (see page 6).

We can also provide a range of other telecare detectors, which alert the control centre if something has happened to you (see page 11).

More than 1,500 people currently use our services - something we are very proud of, which is why we ensure our customers are aware of what we do; make regular visits to ensure your needs are being met; and respond quickly to any feedback.

## Our partners



Sussex Police



West Sussex Fire & Rescue



Chichester Community Careline Control Centre

**To contact us please telephone 01273 263390 or email [communityalarm@adur-worthing.gov.uk](mailto:communityalarm@adur-worthing.gov.uk)**



# Our Commitment (and how you can help)



## **We will:**

- Provide an alarm and telecare service to those who need support and security to continue to live independently
- Offer the service to people at risk of domestic violence, bogus callers, rogue traders or potential victims of fire in the home
- Provide a 24 hour response to emergency calls via Chichester Community Careline Control Centre
- Install your alarm within five working days
- Repair faults within one working day of notification
- Contact and visit your home once a year to ensure the alarm is working efficiently and all your personal details are up-to-date
- Ensure all staff members are professionally trained and receive regular training

## **We will involve you by:**

- Offering a regular review of your support needs
- Consulting with you through the Community Alarm User Group
- Monitoring information from completed surveys from new users
- Monitoring information from annual surveys of 10% of all customers

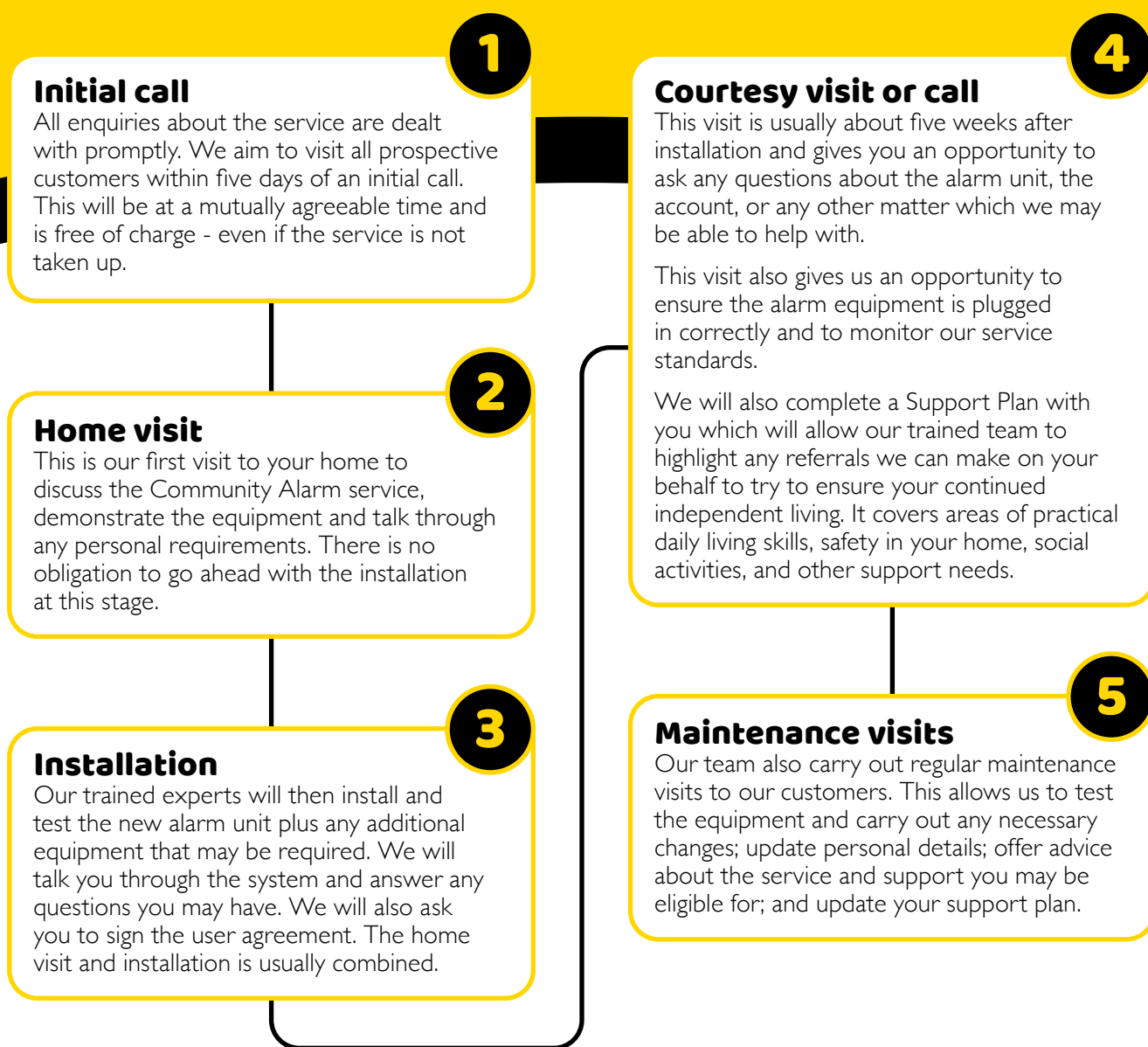
## **You can help us to provide a better service by:**

- Informing us immediately about any changes to your personal information
- Informing us if you are away from home for more than a few days
- Informing us when your keyholders are not available and providing a temporary keyholder to cover these periods
- Letting us know about any issues or problems around independent living so we can refer you to appropriate help and advice where possible

# Getting You Started

**We know there is no 'one size' approach to keeping you feel safe in your home - which is why we take time to get to know you and your needs before setting up a Community Alarm system.**

**Our trained experts are on hand to talk you through the process and will visit your home to set things up so that you feel reassured and comfortable with the alarm.**





# The Alarm

**The Community Alarm service offers emergency assistance, 24 hours a day, 365 days a year.**

There are a number of different packages, alarm units and accessories available. Our expert team will visit your home to talk through your needs and create a system that works for you.

Central to the alert system is the alarm unit, which is easy-to-use and meets strict industry standards. This means it is:

- Easily set up in a matter of minutes
- Simply plugged in to a standard socket and working telephone line
- Activated easily via a large red button
- Programmed with an individual ID number so our control centre can help as quickly as possible
- Responsive even in a power cut - thanks to its internal back-up batteries
- Approved by the Telecare Services Association

It also comes with a small waterproof radio trigger, which should be worn at all times on a wrist strap, a neck cord or on a clip.

To get started, all you need is a power supply, a working telephone line and keyholder contact details.

Where there is no landline, an alarm can still be fitted. Speak to our expert team about this during their visit.

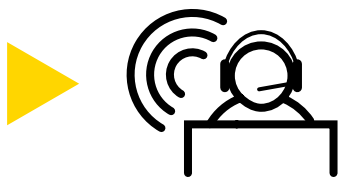
**To contact us please telephone 01273 263390 or email [communityalarm@adur-worthing.gov.uk](mailto:communityalarm@adur-worthing.gov.uk)**

# Activating the alarm - and what happens next?



## Step one

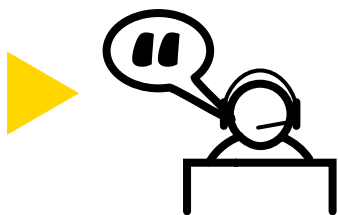
Press the red button on the radio trigger or on the alarm unit.



## Step two

The unit automatically dials the control centre computer in Chichester, which is staffed 24 hours a day by professional experts.

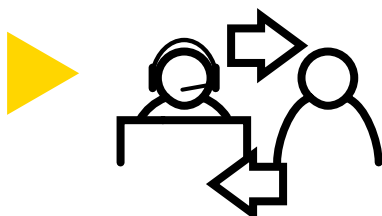
The alarm will immediately flag your personal details to the team so they can provide help as quickly as possible.



## Step three

The operator will be able to talk to you via a microphone and loudspeaker on the alarm unit:

- If you need medical help, they will alert the emergency services
- If you need non-medical help or they cannot hear you, they will alert a keyholder or carer
- If it is an accidental call, tell the operator straight away
- If it is out of hours, you can ask the control centre to update your personal or keyholder details, such as if you are going away



## Step four

The operator will remain in contact with you via the unit until the call has been dealt with appropriately.



# Keyholders and False Alarms

## Keyholders

Our experience tells us that most customers like to have someone they know and trust as their first point of call. This is where keyholders come in.

If the alarm is activated, they may be called on to enter your property to assess the situation or if the control centre cannot get a response from you. They will not be expected to give first aid or pick you up if you have fallen.

As part of our initial setting up process, we will ask you to confirm the details of the keyholder. This should include a phone number.

If you do not have someone to act as a keyholder or you simply want a backup option, we can offer a *Mobile Response Service*. This means, if you are unable to respond, our trained staff will visit a property within 45 minutes of an activated alarm. There is an extra cost for this service.


## False alarms

Unnecessary calls block the control centre from receiving any emergency calls and the few minutes delay may be the difference between life and death.

When there are a high number of false alarms, these would be reported to us. We would then contact you to investigate and find a solution to the problem.

**To contact us please telephone 01273 263390 or email [communityalarm@adur-worthing.gov.uk](mailto:communityalarm@adur-worthing.gov.uk)**





**“ Knowing there is  
someone there 24  
hours a day to help  
in an emergency is  
a great comfort ”**

Major Edwin Hunt,  
Community Alarm user since 2011

# Extra peace of mind

**Keeping people safe and well in their homes is our priority. That's why we offer a range of telecare services and sensors to help you manage risks to your health, safety and independence.**



# Additional Products

**Below are just some of the additional products that we offer, either on a purchase or rental basis\*.**



**Fall detector -**  
will activate even if the fall renders you unconscious.



**Property exit sensor -**  
to detect if somebody has left their home and not returned in a designated time frame.



**Linked smoke detector -**  
provided in conjunction with West Sussex Fire & Rescue so that help can be summoned by the control centre if you are not able to dial 999.



**Flood detector -**  
will warn you if taps are left on or pipes are leaking.



**Medication dispenser -**  
provides audible and visual alerts each time you need to take your medication. Raises an alert at the control centre if medication is not removed from the dispenser.



**Extreme temperature detector -**  
monitors very high or very low levels of temperature in your home.



**Bed or chair sensor -**  
monitors if you get up and are not back within the set time period due to a fall.



**Key safe -**  
A secure coded box is fixed on the exterior of your property and stores your keys. The code is securely held by the control centre and only given out to emergency services when needed.



**Mobile Response Service -**  
for those who want extra peace of mind or do not have a keyholder, our team will visit properties within 45 minutes when an operator cannot get a response from a customer. This service requires a key safe.

**Our expert team is happy to discuss these with you at any time so please do not hesitate to contact us to find out more.**

**To contact us please telephone 01273 263390 or email [communityalarm@adur-worthing.gov.uk](mailto:communityalarm@adur-worthing.gov.uk)**

*\* Rental costs include maintenance and battery replacements*

# Your Account

## Costs

Community Alarm offers great value for money, and can include multiple pendant triggers and smoke detectors at no additional cost.

Our prices are all inclusive, covering the rental of the equipment and the support from our expert team and 24 hour contact centre.

Customers are responsible for all electrical and phone charges incurred by the use of the alarm equipment.

An insurance policy covering household contents is also preferable.

As a Council service we try to keep these costs as low as possible as your peace of mind is our priority.

To discuss detailed pricing please contact our team.

## Paying for the service

After signing up for the service there is a 21 day "cooling off period".

Once this has passed we will send you an invoice to cover the period from the installation date to end of the financial year.

The invoice will include the rental charge; any additional equipment, such as electrical extension leads; and VAT (if applicable).

You can pay for Community Alarm in one sum, half yearly, quarterly or 12 monthly amounts. We accept payment via the following methods:

- Direct Debit
- Online at [www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk) (using a credit or debit card)
- Phone (using a credit or debit card) - call 01273 263390
- Cheque
- Payment at PayPoint outlet

If you have previously chosen to pay by cash or cheque monthly, or by direct debit, an instalment plan will be included with the invoice.

## Ending the service

If you no longer require the service then please contact us via phone or email. There is a 28 day notice period.

## Your feedback

Our team is always happy to hear from you. So if you have an issue or want to find out more how you can improve our service, do get in touch.

We ask for regular feedback through our customer surveys. Customers can also join our User Group, which meets once a year to discuss ways we can improve the service.

Formal complaints can be made to:

### Email

[www.adur-worthing.gov.uk/complaints](http://www.adur-worthing.gov.uk/complaints)

### Letter

Neighbourhood Services Manager,  
Portland House,  
44 Richmond Road,  
Worthing BN11 1HS

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# Problem Solving

**From time to time, you may have an issue with your alarm unit or system. Please do not panic. The following may help you identify and sort out the problem.**

## **Failure of the power supply**

Your alarm will emit a recorded message saying 'warning - there is no mains power'. *There is no reason to panic as the inner batteries will allow the alarm to continue working for 24 hours.*

If the fault is not rectified within two to three hours the unit will automatically call the control centre using its back-up batteries. This will be reported to our expert team to resolve.

## *What to do*

- Check the electricity in your property and neighbouring homes are working. If not, contact the electricity supplier to see if it is a localised power cut.
- Check the alarm unit is securely plugged in and the socket or extension lead is switched on.
- If you are able, check the switches in the fuse box are working (ask a neighbour, relative or keyholder to help).
- If you are unable to resolve the problem call us on 01273 263390.

*Continued on next page*



**To contact us please telephone 01273 263390 or email [communityalarm@adur-worthing.gov.uk](mailto:communityalarm@adur-worthing.gov.uk)**

## Problem Solving *Continued*

### **Failure of the telephone line**

Your alarm unit will emit a recorded voice message to say “The telephone line is disconnected”.

If this happens, it must be dealt with as soon as possible as there is no line for an emergency call to get to the control centre.

#### **What to do**

- Check whether your telephone is working - have you got a dialling tone? If so, contact us directly on 01273 263390.
- If not, and you have a mobile phone, contact your telephone line supplier (BT, Talk Talk, Virgin Media etc.) to check the line for any faults. If you do not have a mobile you will need to get a neighbour or somebody who visits you to call on your behalf.

- When reporting the fault, explain that you have a lifeline alarm and ask if they can pass it to the engineers as a ‘Welfare Case’. The engineers may then be able to prioritise you and get it repaired more quickly.
- If your telephone supplier can find no obvious fault, then contact us on 01273 263390 and we will visit within one working day.

### **Failure of the alarm equipment**

If your power and telephone line are working and the alarm unit continues to make a noise, it may be a ‘battery low’ message. This happens when the internal back-up battery power goes below 25%.

#### **What to do**

- Telephone the Community Alarm office on 01273 263390 to arrange a visit so we can replace the alarm.

### **Other information**

Pendant triggers and other telecare sensors are programmed to make a silent call to the control centre if their batteries get below 25%. They send this information to us weekly so we can take action.

If you have worries about any of the equipment then do call us as your peace of mind is our priority. However, if we visit you because of a fault and the problem is not with our equipment, we reserve the right to charge a call out fee of £25.

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# Testing

## It's important you regularly check if your alarm is working.

To do this, sit in the room where the alarm unit is plugged in. Press the trigger and, when the operator answers the call, say you are "just testing".

We will be notified of any faults which have occurred immediately so that we can take appropriate action.

We recommend you set a reminder or put a note on your calendar to do this every month. Or you can use this handy checklist.

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2022												
2023												
2024												
2025												
2026												
2027												

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**Our expert team is happy to discuss your requirements at any time so please do not hesitate to contact us to find out more.**

**Telephone**  
**01273 263390**

**Email**  
**[communityalarm@adur-worthing.gov.uk](mailto:communityalarm@adur-worthing.gov.uk)**



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