CAMBRIDGE COMMUNITY ALARM SERVICE

OUR SERVICE

The Cambridge Community Alarm Service offers you help, security and peace of mind in your own home at the touch of a button.

This service lets anyone who is linked to the alarm system contact a person immediately if there is an emergency.

Using your alarm connected to your telephone line and plug socket, you simply press the button and our Response Centre will know who you are.

The Response Centre Operators are friendly and highly trained to assess the situation and to make any necessary example this could include emergency services or a relative or District Nurse, Next of Kin, visit.

All calls to the Response Centre are prioritised and when a call is answered the customer’s database record is automatically displayed on the computer screen.

The Response Centre will aim to answer your emergency call within 90 seconds.

If there is a fault on your Alarm we will aim to replace/repair the equipment within 5 working days from when we are informed of the problem.

WHO CAN BENEFIT FROM THE ALARM SERVICE?

The service is available to anyone living in the City of Cambridge.

The Cambridge Community Alarm service is an invaluable source of help for people of any age - many people can benefit from the service.

For example, younger people with long-term health needs including allergies and asthma, those with disabilities and restricted mobility and those who are threatened by domestic violence, harassment or repeated burglary.
INSTALLATION

An alarm unit is easily and simply connected to your telephone and electric socket and can be installed within 15 days of being requested. It's easy and simple to set up. All you need is:

- A modern plug-in telephone socket.
- An electric socket within 8 ft of the telephone socket on the same or adjacent wall.
- At least three emergency contacts who live within 20 minutes of your home and who are physically capable of providing assistance. You will need to provide an additional set of keys to these contacts.

KEY SAFES

We require the facility of a key safe being installed on your property if you do not have at least 3 contacts living within 20 minutes of your home. The key safes are a small key storage system that is wall mounted. They hold up to 5 keys and have a four-dial combination lock set to your own chosen number. This allows instant access to responding Personnel in an emergency situation.

CHARGES

You are charged for the service quarterly and can make payments by cheque to our finance department or set up a direct debit.

Charges for the service are reviewed each April. The charges for 2018/19 are set out below:

<table>
<thead>
<tr>
<th>Inside Cambridge City Boundary - Installation: Free</th>
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<tbody>
<tr>
<td><strong>Quarterly Lease Charge</strong></td>
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<tr>
<td><strong>Quarterly Key Safe Lease Charge</strong></td>
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THIS IS WHAT WE WILL DO

We will collect information (such as your GP, Next of Kin details and any medical details) about you as soon as you join the service. We will pass this information on to the Response Centre.

We will update our records on the same day that you tell us about any changes in the information that we hold about you.

WHAT DO I NEED TO DO NOW?

You will need to contact the Community Alarm Co-ordinator on 01223 457648, who will be happy to give you more information or answer any further questions that you may have.

Email independent.living@cambridge.gov.uk

We aim to install the alarm within 15 working days of your enquiry/referral and we undertake to ensure that any information provided by you will remain strictly confidential.

Assistive Telecare Technology

We can also refer you to the Assistive Telecare Technology at Home service should you require additional support or assistance in your home. Please speak to the Community Alarm Co-Coordinator for further information.