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# Service Standard

## Community Alarm and Warden Services

تنبیہات الحی السکنی وخدمات الأمن

কমিউনিটির জন্য সতর্কবার্তা এবং তত্ত্বাবধায়ক পরিষেবা  
Xizmetguzariyên Çavdêrî û Alarmê Civatê

خزمهتگوزاری چاودری و نالارمی کۆمه یهتی

ਭਾਈਚਾਰਕ ਅਲਾਰਮ ਅਤੇ ਵਾਰਡਨ ਸੇਵਾਵਾਂ

Adeegyada Warden'ka iyo Digniin bixinta Jaaliyadda

کمیونٹی الارم اور وارڈن کی خدمات

**APPROVED**  
by Tenants ✓



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## Community Alarm and Warden Services

This leaflet is about our Community Alarm and Warden Services. Our aim is to provide an excellent service which you can rely on. This tells you what you can expect and what to do if we do not meet our standards.

### Our Service to You:

We will provide information on the Community Alarm and Warden Services:

- In your Tenants Handbook
- On our website [www.sandwellhomes.org.uk](http://www.sandwellhomes.org.uk)
- From your local Housing officer/Warden/Local Neighbourhood Office and Community Alarm Service on **0121 500 5500**.

## What is the Community Alarm Service?

It is a way of getting help if you find yourself with serious physical problems in your home. The Community Alarms Service is available 24 hours a day.

Community Alarms provides you with an alarm with a push button pendant or fall detector to wear. This works in your home and also in your garden.

Your call is received at Sandwell Homes Control Centre. A member of staff will always respond no matter what your difficulty is, help will always be available.

This could be getting in touch with family, friends, your doctor, contacting the emergency services for you, or simply listening to you and putting your mind at rest.

## How does it work?

When you press the button, your call goes through to the Control Centre and your name and address comes up on a screen. You can speak to us and we can talk to you until help arrives.

Even if you are unable to speak, the employees at the Control Centre have your details on screen and know who you are, and will get help to you.

## What is a Community Alarm and what does it cost?

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An alarm is a piece of equipment which plugs into a telephone socket and which requires the use of an electric socket close by. No wiring is needed (you will be able to use your own telephone). A fully trained member of the Community Alarm staff will carry out the simple installation of the equipment.

There is a one off installation charge and a weekly charge (this is dependent on your circumstances).

Your Neighbourhood Office will advise you of this weekly cost or alternatively you can contact Community Alarms on **0121 500 5500**.

### Our Service Standard to You

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#### **We will always:**

- Provide the service 24 hours a day, every day of the year
- Answer in a polite and courteous manner
- Train all permanent staff in relevant Customer Care, First Aid and Lifting and Handling techniques
- Wear a uniform, a name badge and carry an identity card at all times

- **Listen, acknowledge and respond to your needs**
- Process requests for the service within the agreed time
- **Undertake an assessment and installation of the equipment within 5 working days of receiving a request for the service (subject to power point and telephone socket being available)**
- Invite you to a User Consultation Group Meeting twice a year
- **Test the effectiveness of your alarm with you at least once a month**
- Ask for relevant information about you as soon as you join the service. We will not give out this information to anyone else without your permission
- **Check with you that the information we hold about you is updated once a year**
- Update our records on the same day that you tell us of the changes
- **Undertake a customer satisfaction survey annually**
- Publish performance achievements to service users
- **Publish a service newsletter twice a year**
- Answer 80% of calls within 30 seconds.

# Warden Service

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## What is the Warden Service?

Sandwell Homes has a team of approximately 50 Neighbourhood Wardens who visit properties in areas throughout the Borough.

The warden is available:	
Monday to Thursday	<b>9.00am to 5.30pm</b>
Friday	<b>9.00am to 5.00pm</b>

Your Neighbourhood Office will be able to advise you of properties that receive a warden service, alternatively you can phone the Community Alarm and Warden Service on **0121 525 8853**.

All wardens complete the professional qualification – Certificate of Supported Housing (Mandatory since 1998).

## The role of the warden is to:

- Identify individual needs and be aware of changes in circumstances, either medical, social or financial
- Maintain a regular face to face contact
- Arrange appropriate support from voluntary or statutory agencies
- Monitor that support
- Act on behalf of tenants in an advocacy role
- Provide support and assistance in emergencies
- Encourage participation in leisure, recreational and general community based activities
- Deal with housing management issues on your behalf.

## Our Service Standard to You

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### **We will:**

- Visit according to your individual needs
- Agree and provide a support plan with you
- Review the support plan every 6 months or where your needs change
- Aim to provide cover when the warden is absent
- Visit new tenants within 2 working days of notification of start of a new tenancy
- Be courteous and polite at all times
- Wear a uniform, a name badge and carry an identity card at all times
- Provide you with information about services available to you in your area
- Register next of kin details for emergency purposes
- Invite you to a Consultation Group meeting twice a year.

## Normally your warden is not able to:

- Go shopping for you
- Collect prescriptions or medicines
- Give you your medicines, but will remind you to take them if you have difficulty remembering
- Assist you with your personal care such as washing, bathing or laundry.

***IN AN EMERGENCY, IF YOU HAVE NO OTHER HELP AND CANNOT MANAGE YOURSELF, THE WARDEN WILL DO ALL OF THESE THINGS UNTIL OTHER ARRANGEMENTS CAN BE MADE.***

## Your responsibilities

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- If there are any changes in your circumstances, please let your warden know as soon as possible
- If you have a Community Alarm and are worried that your alarm system is not working properly, please tell your warden as soon as possible
- If you do not need a warden to contact you on a particular day or are going out before the warden calls, please let them know.

## Want to know more?

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Further information available;

- Your Tenancy Handbook
- On our website [www.sandwellhomes.org.uk](http://www.sandwellhomes.org.uk)
- In your nearest Housing office
- In your Tenancy agreement

If you would like a copy of this document translated, or require a copy in Braille, large print or audio tape, please contact 0121 569 6030

إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة لنسخة مطبوعة بطريقة برايل للمكفوفين أو بطباعة مكبرة أو على شريط تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030

আপনি যদি এই নথিটির অনুবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

Eger hûn dixwazin kopiyeye vê dokument bê wergerandin yan jî dixwazin kopiyeye bi Tîpên Koran (Braille), bi Tîpên Mezin yan jî wekî Axaftina Qeydkirî bide bixin, ji kerema xwe têkildar bin bi hejmara telefonê 0121-569 6030.

"ئەگەر تۆ دەتەوێت ئەم بەگەیه وەر بگ رینهوه سەر زمانی خۆت، یان بە د ی  
بەرەیل، چاپی قە یو یان لە سەر شریتی کاست بۆ تۆ ئامادە بکەین، تکایە  
پەیوەندی بکە بە ژمارە تەلەفۆنی 0121-569-6030.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Haddii aad jeclaan laheyd nuqul dukumeentigan ah oo tarjuman, ama aad u baahan tahay nuqul ah Luuqadda indhoolayaasha, Daabacad weyn ama Cajalad Dhegeysi, fadlan la xiriir 0121-569 6030

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہیے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں

Your nearest Housing office is: