

## Service Standards Community Alarm and Warden Service



If you would like a copy of this document Community Care & Warden Service (Service Standards) translated, or require a copy in Braille, large print or audio tape please contact 0121 569 6030

### Arabic

7. إذا كنت تريد نسخة مترجمة من وثيقة "الرعاية المجتمعية وخدمة الرعاية" Community Care & Warden Service (المعايير القياسية للخدمة)، أو إذا كنت تطلب نسخة مطبوعة بطريقة بزل أو نسخة مطبوعة بالحروف الكبيرة أو شريط صوتي، يرجى الاتصال على رقم 0121 569 6030.

### Bengali

7. আপনি যদি "কমিউনিটি কেয়ার এবং ওয়ার্ডেন সার্ভিস" (সার্ভিস স্ট্যান্ডার্ডস) ডকুমেন্টের একটি অনূদিত কপি চান, বা ব্রেলে, বড় হরফে বা অডিও টেপে এর কপি চান তাহলে 0121 569 6030 নম্বরে যোগাযোগ করুন।

### Gujarati

7. જો તમે આ દસ્તાવેજ, કોમ્યુનિટી કેર એન્ડ વોર્ડન સર્વિસ (સર્વિસ સ્ટાન્ડર્ડ્સ) ની અનુવાદ કરેલી નકલ મેળવવા ઇચ્છો છો કે બ્રેઇલ, પ્રિન્ટ (છાપેલી) કે ઓડિયો ટેપમાં નકલ મેળવવા માંગો છો તો કૃપા કરી 0121 569 6030 પર સંપર્ક કરો.

### Hindi

7. यदि आप इस दस्तावेज "रिपेयर्स सर्विस (सेवा मानक)" की अनुवादित प्रति लेना चाहें अथवा ब्रेल, बड़े प्रिंट या ऑडियो टेप की प्रति की जरूरत हो, कृपया 0121 569 6030 पर संपर्क करें।

### Punjabi

7. ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼, ਕਾਮਿਊਨਿਟੀ ਕੇਰ ਐਂਡ ਵਾਰਡਨ ਸੇਵਾ (ਸੇਵਾ ਮਿਆਰ) ਦੀ ਅਨੁਵਾਦ ਕੀਤੀ ਹੋਈ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਇਸਦੀ ਬ੍ਰੇਲ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਚਾਹੁੰਦੀ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121 569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Somali

Haddii aad jeclaan lahayd nuqul dukumeentigan ah Community Care & Warden Service (Daryeelka Jaaliyadda iyo Adeegga ilaalinta) (Heerka Adeegga) oo tarjuman, ama aad u baahan tahay nuqul ah Farta indhoolayaasha, Daabacaad weyn ama Cajalad dhegeysi fadlan la xariir 0121 569 6030

### Urdu

7. اگر آپ اس دستاویز کمیونٹی کیئر اینڈ وارڈن سروس (سروس اسٹینڈارڈز) کا کوئی ترجمہ شدہ نسخہ چاہتے ہیں یا بڑے حروف یا آڈیو میں کسی نسخہ کی ضرورت ہے تو براہ کرم 1021 569 6030 پر رابطہ کریں۔



*Sandwell Homes is committed to providing quality housing and excellent services to all tenants and leaseholders in Sandwell.*

*You can help to ensure we achieve our high standards.*



*'On the road to excellence'*

This leaflet is about our Community Alarm and Warden Services. If you are our customer we aim to provide a good service.



### What is the Community Alarm Service?

It is a way of getting help or reassurance if you are in difficulty. 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.

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.



We will always:

- Provide these services 24 hours a day, every day of the year.
- 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. An assessment and installation of the equipment will be undertaken within 7 days of receiving a request for the service (subject to powerpoint and telephone socket being available)
- 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 up-to-date once a year.

### What is the Warden Service?

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

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**.

We will:

- Visit a minimum of 3 times a week
- Provide cover when the warden is absent
- Visit new tenants within 2 working days of notification of start of new tenancy
- Provide a Support Plan to everyone who receives the warden service, tailored to individual needs
- Review the Support Plan every 6 months or where your needs change
- Get to know you and what is required to give you a secure and fulfilled life, with privacy and dignity
- With your agreement, liaise with other agencies e.g. doctors, social service

For a full copy of the Community Alarm & Warden Service Standard contact:

Telephone: 0845 359 7600

Fax: 0121 565 6015

Email: [customer\\_relations@sandwellhomes.org.uk](mailto:customer_relations@sandwellhomes.org.uk)

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