



Number 1

**Emergency
Response
Telephones**

Last updated: July 2009

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Note:

Emergency Response Telephone service charges are subject to VAT. Most charges quoted in this fact sheet are exclusive of VAT.

(See page 9 for details of VAT relief available to people who are registered disabled.)

Please note that prices quoted in this fact sheet may be subject to change.

What is an Emergency Response Telephone?

An Emergency Response Telephone is a communication alarm system which enables people to call for help from home at any hour of the day or night. There is a large choice of systems available. Most Emergency Response Telephones consist of:

- a special alarm unit, which can be used like an ordinary telephone
- an emergency button, which is either on a pendant worn around the neck or on a clip that can be attached to clothing.

How does an Emergency Response Telephone work?

The Emergency Response Telephone is linked to a central control centre which is staffed for 24 hours every day. Pressing the emergency button on the pendant or clip, wherever you are in your home or garden, immediately sends a signal to the control centre. If you are near the telephone, the trained staff at the control centre are able to talk to you within seconds. If you are not near the telephone or are unable to speak, the staff will still be able to identify you and summon appropriate help such as your family or friends, a doctor or the emergency services.

Where can I get an Emergency Response Telephone?

There are three main ways to get an alarm:

- from your local authority
- through a housing association or charity
- directly from the manufacturers.

It is worth considering the different alarms systems available. This fact sheet contains details of local and national schemes (see index).

Local Schemes:

Breckland District Council

Flagship Assist & Assure is a Personal Alarm & Response Service (a 'touch-button' emergency call service) provided by the Flagship Housing Group (a registered housing association). For further information contact:

Flagship Housing Group Ltd.
Michael Chaplin House
Station Road
DEREHAM. NR19 1DA
Tel: 01362 696175 Minicom: 01362 853486
Web: www.flagship-housing.co.uk
Email: assistandassure@flagship-housing.co.uk

Who can apply?

Flagship Assist & Assure can benefit older and other vulnerable members of the community. You should check that you have both a modern telephone socket and a square three-pin socket located on the same wall with no doors or fireplaces in between. Your existing telephone can plug into the alarm unit and will not be affected.

How much does it cost?

Rental £2.72 per week *Connection charge* £25.00

Rental costs are charged quarterly and are reviewed annually.

Broadland District Council:

Broadlink Community Alarm Service (East Anglia) is run by the Wherry Housing Association (part of Circle Anglia – a group of housing associations working in East Anglia). Broadlink is an alarm system for those who live alone or feel that they would like to have help easily at hand in an emergency. It has a 24-hour control system which is staffed by professionals who are trained to help elderly and disabled people. To find out how Broadlink Community Alarm Service can help you, contact:

Wherry Housing Association Ltd
6 Central Avenue
St Andrews Business Park
Thorpe St Andrew
NORWICH. NR7 0HR
Tel: 01603 703555 Fax: 01603 705077
Email: sue.reynolds@circleanglia.org
Web: www.circleanglia.org

Who can apply?

Broadlink is principally aimed at older people, the chronically sick or disabled people who are considered to be 'at risk' and covers the Broadland District Council area and North Norfolk.

How much does it cost?

Rental (minimum charge is for one full quarter)

Broadlink £30.23 per quarter (including V.A.T.)

Rental charges are invoiced quarterly and reviewed annually.
(There may be a reduction for those who are disabled).

They can also provide a mobile warden Emergency Response Service (for those with no specified key holders) which is assessed on need - an extra cost will be involved.

Great Yarmouth Borough Council:

Yare Care Community Alarm Service provides a 24-hour response service, particularly for people on their own, people with a disability, or those 'at risk'. For information or a free demonstration contact:

Yare Care Community Alarm Service
Great Yarmouth Borough Council Community Services
Greyfriars Way
GREAT YARMOUTH. NR30 2QE
Tel: 01493 852784 (Office hours)/01493 330369 (24 hours)
Web: www.great-yarmouth.gov.uk
Email: yarecare@great-yarmouth.gov.uk

Who can apply?

Anyone who lives in the Great Yarmouth Borough Council area and outlying areas within the borough. To join the service you need a modern telephone point and electric socket close together.

How much does it cost?*Rental*

Rental & monitoring – private £2.42 per week (including vat)

- council £2.51 per week “

Rental charges are invoiced quarterly (annually for monitoring only) and are reviewed annually. Charges for Council tenants are added to their weekly rent. People in receipt of Income Support, Pension Credit, Housing Benefit or Council Tax Benefit may be eligible for Emergency Response Telephones at a reduced rate.

Equipment can also be purchased (conditions apply), please contact above for further information.

North Norfolk District Council:

North Norfolk District Council does not operate an Emergency Response Telephone System. However, if you live in this area and would like an Emergency Response Telephone, North Norfolk District Council recommends that you contact King's Lynn and West Norfolk Borough Council who operate the Careline alarm service in parts of North Norfolk (see page 9 for details). Also the Broadlink service covers some parts of North Norfolk (see page 5 for details).

Norwich City Council:

The Norwich Community Alarm Service (NCAS) is operated by Norwich City Council Housing Services which provides a monitoring and response service for people considered vulnerable or at risk in the community. By having a community alarm installed you also have access to the Safe Caller Scheme which is a joint initiative between Norwich Community Alarm Service and Norfolk Police. For information contact:

Norwich Community Alarm Service
Community Housing Services
1 Bullard Road
Catton
NORWICH. NR3 3RJ
Tel: 01603 213700
Web: www.norwich.gov.uk Email: NCAS@norwich.gov.uk

Who can apply?

People living in Norwich or the surrounding area who are considered vulnerable or at risk are eligible for this service.

How much does it cost?

The cost will vary depending upon personal circumstances and what level of service is required. You should contact NCAS for more details but, as a guide, the current standard charges are.

<i>Within City Council boundary</i>	£31.20 per quarter + VAT
<i>Outside City Council boundary</i>	£33.80 per quarter + VAT

South Norfolk District Council

Contact Care Lifeline Alarm Service is offered by the Saffron Housing Trust which provides help and security to vulnerable people using a Lifeline personal response button. This automatically connects you to a fully-trained operator who cares about your health and well-being at their 24-hour Response Centre. The service is available more or less throughout the whole of Norfolk.

The Lifeline Home Unit is simply plugged into an electric socket and existing telephone line. For further information or to arrange a no-obligation demonstration, call on their freephone number 0800 9174680 or contact:

Contact Care Lifeline Services
Saffron Housing Trust
Swan Lane
Long Stratton
NORWICH. NR15 2XP
Web: www.saffronhousing.co.uk
Email: info@saffronhousing.co.uk

How much does it cost?

<i>Rental</i>	<i>(Rental charges are reviewed annually)</i>
<i>Lifeline Service Alarm Unit</i>	£2.60 per week + VAT
<i>Installation Charge</i>	£20

The Saffron Housing Trust also provides a range of additional services that can give further protection depending upon the customer's needs.

Borough Council of King’s Lynn & West Norfolk:

The Careline personal alarm service is provided by the Borough Council of King’s Lynn & West Norfolk through the Care & Repair West Norfolk HIA. It covers the areas of King’s Lynn, North Norfolk and Fenland and aims to help the elderly and disabled to remain independent. Careline alarms are particularly valuable to people who may be susceptible to falls or have a fear of falling or people who, for other reasons, may feel vulnerable or want additional security. For further information or a demonstration contact:

Careline Alarm Service,
 Care & Repair – West Norfolk
 King’s Court
 Chapel Street
 KING’S LYNN. PE30 1EX
 Tel: 01553 760671 (24-hour) Minicom: 01553 616705
 Fax: 01553 775914
 Web: www.west-norfolk.gov.uk
 Email: careline@west-norfolk.gov.uk

How much does it cost?

<i>Rental (excluding VAT)*</i>	<i>Inside the Borough of King’s Lynn & West Norfolk Council area</i>	<i>Outside the Borough of King’s Lynn & West Norfolk Council area</i>
<i>Alarm telephone unit</i>	£2.50 per week	£2.50 per week
<i>Installation charge</i>	£26.68	£32.01
<i>Monitoring & maintenance only (for purchased alarms)</i>	£2.50 per week	£2.50 per week
<i>(for grant alarms)</i>	£1.71 per week	N/A

*Rental charges are inclusive of monitoring and maintenance and are reviewed annually.

National Schemes:

A number of charities provide emergency alarm services for their beneficiaries. The two charities detailed below provide alarm services nationally.

Age Concern:

Aid-Call is a discreet personal communication system provided by Age Concern that summons help instantly at the touch of a button. Their service charges are kept as low as possible and any profits go straight back to support the charity. Aid-Call operates a flexible charging policy with a range of payment options. The prices include installation, 24-hour/365 days a year monitoring and on-site maintenance. For further information or a free demonstration, call Aid-Call's customer service desk on 0800 772266 (sales enquiries - Monday to Friday 9.00a.m-5.30p.m. freephone) or contact:

Aid-Call Ltd.
Linhay House, Linhay Business Park
ASHBURTON. TQ13 7UP
Tel: 01364 654321 (general enquiries)
Web: www.aidcall.co.uk
Email: info@aidcall-alarms.co.uk

Help the Aged:

SeniorLink Eldercare is an immediate telephone response service (operated by Help the Aged) available 24-hour/365 days a year. SeniorLink units are available to buy (new or re-conditioned units) or to rent. Free units may be available to older people that meet the Charity's criteria. A small weekly charge for monitoring and maintenance applies to all unit holders. For more information or a demonstration call their SeniorLink enquiry line on 0845 6034576 or contact:

SeniorLink Eldercare
FREEPOST LON18775
CLACTON-ON-SEA. CO15 4YY
Tel: 01255 473999 Fax: 020 72391969
Web: www.helptheaged.org.uk
Email: seniorsafety@helptheaged.org.uk

Commercial Firms:

Most alarm manufacturers and distributors sell or rent direct to the public; others sell only to organisations. Some telephone and security shops and centres for disabled people stock a few community alarms. Some security firms that monitor burglar alarms take on community alarm clients too.

Useful Contacts:

The Disabled Living Foundation can provide a factsheet '**Choosing a personal alarm system**'. For further information, visit their website www.dlf.org.uk or call their 'equipment' helpline on 0845 1309177 (Monday to Friday 10a.m.-4p.m.) or contact:

Disabled Living Foundation
380-384 Harrow Road
LONDON. W9 2HU.
Tel: 020 72896111 Textphone 020 74328009
Fax: 020 72662922 Email: advice@dlf.org

Ricability (Research Institute for Consumer Affairs), a national research charity, produce a free leaflet '**A Guide to Community Alarms - Calling for Help**'. For further information, visit their website www.ricability.org.uk or contact:

Ricability
30 Angel Gate
City Road
LONDON. EC1V 2PT.
Tel: 020 74272460 Textphone: 020 74272469
Fax: 020 74272468 Email: mail@ricability.org.uk

TSA (Telecare Services Association) is the representative body for the telecare industry within the UK (formerly the Association of Social Alarm Providers). Their remit includes setting standards for professionalism, encouraging best practice and promoting a wider awareness of the telecare industry's role in meeting the real social needs of its users. Their website www.asap-uk.org is intended as a public source of information on the telecare industry and the services it currently provides to individual users.

VAT Relief for People with Disabilities:

If you are disabled, chronically sick or frail you may obtain VAT relief for a community or emergency alarm system if it is solely for your own use. The supplier will require a declaration of eligibility for VAT relief at the time of purchase.

If you need further help or advice regarding VAT relief, please contact Customs and Excise National Advice Service on 0845 0109000 (8a.m. to 8p.m. Monday to Friday at local call rates). Textphone 0845 0000200 (for deaf/hard of hearing)



- Age Concern Norfolk is an independent county-wide charity with over 60 years experience of working for the well-being of older people and their carers in Norfolk.
- In Norfolk there are a number of independent Age Concern organisations and groups working to promote the well-being of older people.
- Age Concern Norwich with Age Concern Norfolk is an 'organisation' member of the Age Concern Federation. Contact Age Concern Norwich at: Boardman House, Redwell St, Norwich. Tel: (01603) 496333.
- Other Age Concern groups working in the county are supported by Age Concern Norfolk. For information on your nearest Age Concern group, and for details about our work contact: Age Concern Norfolk.

Age Concern Norfolk
Age Concern County Office
300 St Faith's Road
Old Catton
Norwich
NR6 7BJ
Telephone: 01603 787111



INVESTOR IN PEOPLE

Community
Legal Service



**COMMUNITY
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Lottery money making a difference

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