

Appendix 4

Table 4: Community Alarm Provision (as at May 2004) *(This is taken from the Cambridgeshire Supporting People Strategy)*

COMMUNITY ALARMS: ENTITLEMENT AND RESPONSE ARRANGEMENTS

QUESTION	CAMBRIDGE CITY*	EAST CAMBS	FENLAND	HUNTS	SOUTH CAMBS
1. No of people connected to the system	Incl. Rawlyn Crt to come back in December (26)				
• Council/HA tenants	716	1260	462	1166	1608
• Private sector	1153	230	182		491
Total	1891	1500	644	1166	2099
Per 1000 65 + pop	135.1	125.0	38.7	55.3	104.4
2. Criteria for receiving a community alarm (other than ability to meet weekly charge)	None	None	None	None	None
3. Charging arrangements	Included in overall Supporting People charge for sheltered council tenants; £5.19 pw for non-sheltered council tenants (also SP funded) and £3.83 for private lifelines. Latter pay further charge of £1.44 per quarter for key holding service.	£7.20 pw in sheltered accommodation. £3.40 pw for others.	} £3.09 pw.	Rental	Non sheltered properties £3.11 (reduced to £2.00 for IS etc) £3.65 (reduced to £2.00 for IS etc) Sheltered properties £13.42 (if in receipt of benefit) otherwise £19.92
• Council/HA tenants				£3.43 +VAT = £4.03/week	
• Private sector				Purchase and line rental £1.80 + VAT = £2.12/week	

Appendix 4 Cambridgeshire Best Value Review of Sheltered Housing

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4. Who provides the control centre?	North Herts DC	Flagship Care	Peterborough City Council for private/RSL clients; Careline in Herts for sheltered housing	North Herts DC	Invicta Lifeline
5. Do clients have to provide the names of friends/relatives?	No	Yes	Yes	No but preferable if possible	Yes, minimum of 2.
6. What happens if clients are unable to provide the names of friends/relatives?	Can access mobile warden service for extra fee (see 3).	Unable to provide alarm service.	Key safes available for clients to purchase.	Key safes available for rent or purchase; control centre holds the number.	Unable to provide alarm service.
7. Do sheltered housing wardens provide any element of the monitoring or response arrangements?	Fully mobile service. CareCall Officers respond from 8am to 10pm. Night care service takes over outside of these hours. Nightcare service purchased via County Council	Only for tenants in HHA schemes.	No.	No	Not officially but where properties are adjacent to warden often responds to emergency calls.
8. What response arrangements do you have in the event of an emergency call?	See above	Call out emergency services.	Call out emergency services.	Key contact alerted. Emergency service called out if required. Keysafe number given out to emergency services.	Keyholder contacted. Emergency service called out.

QUESTION	CAMBRIDGE CITY*	EAST CAMBS	FENLAND	HUNTS	SOUTH CAMBS
9. Any other information?	Service under review, with commitment to cut costs and/or increase income.	-	-	-	Equipment rented from the Council. 150 connections in May 1994 when the Community Lifelines Officer post was created and currently this stands at 721 (including the hard-wired groups who in effect use the same system).

*includes individual RSL properties

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