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Policy Name	Housing Alarm Policy
Policy Author	Head of Housing Services
Approved by Sub Committee	N/A
Approved by Management Committee	November 2024
Latest date of Next Review	October 2027

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



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Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014

1. Introduction

The Co-operative currently has 69 Housing Alarm units. This figure may increase or decrease based on needs of households. Each unit consists of the following parts:

- an alarm unit
- a pull cord
- a pendant

The units can be installed and removed from any property as required and are programmed into the system linked to the concierge station. An emergency alert can then be raised in the concierge station with the concierge system recognising the source of the call and accessing the tenant's personal data. The concierge officers are then able to speak to the tenant via the alarm unit and if necessary attend the house to give emergency aid, call emergency services if required and contact next of kin. The system is intended to assist tenants who are vulnerable and at risk due to age, disability, vulnerability and/or long term health issues.

2. Policy Principles

In line with legal and good practice requirements the underlying principles of the policy are:-

- **Responsive** – We will ensure that our housing alarm service is responsive to the needs of all WWHC tenants.
- **Consistent** – We will ensure a consistent approach to all housing alarm requests
- **Open and Transparent** – we will make the policy document available to tenants and provide clear information regarding housing alarms.
- **Non Discriminatory** – we will observe equal opportunity requirements to ensure all tenants are treated equally without discrimination or prejudice based on the grounds of the protected characteristics.
- **Confidential** – all information provided for the purposes of housing alarms will be treated as strictly confidential and under the terms of the Data Protection Act 1998 and General Data Protection Regulation (GDPR). It will only be passed onto or discussed with another person or organisation only with the applicant's permission or where the Co-operative is legally required to do so.
- **Accessible** – we will ensure the policy is made available in a variety of formats
- **Pro-active** – We will establish working practices, monitoring and

audit systems to manage the housing alarm system

- **Effective** – We will ensure that the housing alarm services we provide will help tenants sustain their tenancies, contribute to safe environment for WWHC tenants live in.

3. Legal and Good Practice Framework

This policy complies with and takes account of the following:

- The Housing (Scotland) Act 1987, 2001, 2010 & 2014
- Scottish Social Housing Charter
- Equality Act 2010
- Data Protection Act 1998 and General Data Protection Regulation
- Human Rights Act 1998
- Management of Offenders (Scotland) Act 2005 (Multi Agency Public Protection Arrangements – MAPPA)
- Regulation Framework (Scottish Housing Regulator)

4. Tenants requiring an alarm

When a tenant is identified as requiring a housing alarm the Housing Officer will:

- explain fully how the housing alarm operates and the installation process
- advise the tenant that this service is at no cost to them
- complete an application form (appendix 1) with the tenant and pass a copy to the Property Section.
- complete a new tenant data sheet with tenant, update HomeMaster and pass a copy to the Concierge Manager/Senior Concierge Officer for the system to be updated.

The application is then added to the stage 3 waiting list with a high priority. The Property Officer will contact the tenant to arrange access. They will also complete the VAT exemption application and submit Stage 3 medical adaptation funding application to Scottish Government as per Stage 3 policy and procedure.

5. Installation of the housing alarm

The Property Officer will progress the installation with the Contractor and liaise with the tenant before and during the installation. The Housing Officer and Concierge Manager will be advised when the installation is complete.

Once the alarm is installed the contractor will demonstrate the system to the tenant and carry out a test of the system.

6. When a housing alarm tenancy ends

When a tenant with a housing alarm is giving up their tenancy, unless the incoming tenant requires the service, the Housing Officer will arrange to have the unit removed as part of the void house work. The Property Officer and the Concierge Manager will also be advised of this and that the unit is available. The Property Officer will update the property attributes on HomeMaster accordingly.

7. Letting a house with a housing alarm installed

If there is an alarm installed in a property and the new tenant requires the service the Housing Officer will demonstrate the system at the viewing and will complete the Housing Alarm Tenant's Personal Information sheet at the sign up. This will then be passed to Concierge Manager/Senior Concierge Officer to update on GDX system

8. Status Reports

Monthly status reports will be reported by the Concierge Manager within the Staff Periodic Report detailing the number of calls received, number of false alarms and the number of calls that required emergency action during that month. In addition to this, Concierge incident reports will also be passed to the Housing Officer detailing the emergency.

The status report will also be submitted to the Performance, Assurance and Risk Committee quarterly meeting.

9. Annual Equipment Inspection and Update of Tenants Personal Data

Senior Concierge Officers will carry out an annual inspection of all the equipment within tenant's homes, in April, to ensure that it is in operational condition. Tenants will be advised in advance of the proposed inspection time and a record will be kept of the inspection findings

Any faults found during the inspection will be reported to the maintenance contractor and appropriate records kept. Test calls will be made after the repair and a record will be downloaded on GDX system of all alarms checked

During this inspection the Concierge Team will also note any changes in the tenant's personal information sheet. If there are amendments they will be updated as follows:

- on the GDX concierge computer
- on HomeMaster

- the tenant's house file

10. Policy Review

This policy and procedures will be reviewed every 3 years or sooner if required.

West Whitlawburn Housing Co-operative

Equality Impact Assessment

Name of Policy to be assessed	Housing Alarm Policy	New policy or revision of existing?	Revision of existing
Person(s) responsible for assessment		NC	
Briefly describe the aims, objectives and purpose of the policy.	To allocate, install and manage housing alarms		
Who is intended to benefit from the policy? (EG applicants, tenants, staff, contractors)	Tenants		
What outcomes are wanted from this policy? (EG the measurable changes or benefits to members/ tenants / staff)	All tenants have an equal right and opportunity to access the housing alarms and that there is no direct or indirect discrimination against any applicant.		
Which groups could be affected by the policy? (note all that apply)			
Race	X	Gender	X
Sexual orientation	X	Gender reassignment	X
Age	X	Religion or belief	X
Marital status	X	Disability	X
Pregnant and Maternity	X		
If the policy is not relevant to any of the equality groups listed above, state why and end the process here.			
N/A			

Have those affected by the policy / decision been involved?		
<p>Yes. All current recipients of the alarm service received a letter which invited them to share their views and suggest any improvements to the service.</p> <p>14 of 69 recipients (20.3%) took part in the consultation, with 100% of respondees submitting extremely positive feedback about the service. One suggestion was received that they would prefer the alarm unit to be slimmer in size. There were no suggestions to improve the service.</p>		
Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)	Negative Impact(s)
	<p>Increase opportunities to access housing alarms.</p> <p>Ensure effective communications systems are in place.</p> <p>Tenancy sustainment</p>	<p>Having inadequate measures could lead to barriers to accessing housing alarms and tenants not being able to sustain their tenancy</p>
What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)	<p>Information provision in alternative formats and languages as required.</p> <p>Provision of interpreters as required.</p> <p>Ensure staff have appropriate training.</p>	

Signed: _____

Job Title: _____

Date: _____

Appendix 1 – Housing Alarm Referral Form

West Whitlawburn Housing Co-operative Ltd

Housing Alarm Referral Form

Tenants details:-	Doctors details:-
Name:	Name:
Address	Address
	Telephone number
Postcode	Carer's details:-
DOB	Name:
	Address
Telephone no	Telephone no

Ongoing medical condition / Past medical history

Home situation (household members etc.)



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Housing Officer signature

Date

Appendix 2 – Tenants Information Sheet

Housing Alarm Tenant's Information Sheet

Address:

Site ID:

Tenant details

Title	
Name	
Known as	
Religion	
Ethnic Origin	
Language	
Medical problems	
Doctor Name and Address	

Other family member

Title	
Name	
Known as	



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Religion	
Ethnic Origin	
Language	
Medical problems	
Doctor Name and Address	

Other family member

Title	
Name	
Known as	
Religion	
Ethnic Origin	
Language	
Medical problems	
Doctor Name and Address	

Other family member

Title	
Name	
Known as	
Religion	
Ethnic Origin	

Language	
Medical problems	
Doctor Name and Address	

Emergency Contacts

Contact 1

Name	Tel (day)
Address	Tel (night)
Relationship	Key holder?

Contact 2

Name	Tel (day)
Address	Tel (night)
Relationship	Key holder?

Contact 3

Name	Tel (day)
Address	Tel (night)

Relationship	Key holder?