

## Pendant Alarms - Loss of Land Lines

Mary McLaren (Cllr) <Mary.McLaren@babergh.gov.uk>

Wed 01/11/2023 12:12

To:mike crouch <mikecrouch.hpc@gmail.com>;Holbrook Parish Council <holbrookparishclerk@outlook.com>;Stutton Parish Council <pcstutton@gmail.com>

Cc:Looser, Alison (Tree Warden - Harkstead) <alison.looser@btinternet.com>

Dear All

A recent incident where Telephone Lines were damaged, highlighted a problem which I feel we need to prepare for as communities. Many of our residents are vulnerable and live alone and use pendant alarms to alert help in the event of a fall or an unacceptable situation. The problem that arose was that some Pendant Alarms are reliant on the continued connection of a Telephone Land Line. E.g HEARS Alarms from Ipswich Borough Council.

After some help from Customer Services at BDC I have found a system issued by Suffolk County Council called CASSIUS. At our recent Environmental Event at Holbrook, I was able to pick up some leaflets from the Rural Caravan which I can pass on to each Parish Council. Given the increase in severe weather alerts which could damage telephone lines and the changes to telephone connections in 2025, as parishes do we need to re-consider what needs to be included in our Emergency Procedures and do we have lists of vulnerable people (applies to people over 18 who may need additional support to live independently) who may need our help in such a situation.

Parish Councils played a significant role in the management of recent flooding events happening a few miles away. I would be grateful for your thoughts and ideas.

Thank you for your help.

Best Wishes

Mary

Mary McLaren

Babergh District Councillor Stour Ward (Harkstead, Holbrook & Stutton)

Chairman - Babergh Overview and Scrutiny Committee

Joint Chair - Joint Overview and Scrutiny Committee

Babergh District Council – Endeavour House, 8 Russell Road, Ipswich, IP1 2BX

Tele 07548 154984

Tele:01473 313149

Mary.McLaren@babergh.gov.uk

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