

BRIEFING NOTE

Agenda Item no. 8

TO: Social Care Scrutiny and Performance Panel
DATE: 23 July 2013

RE: Community Alarms Service

Purpose

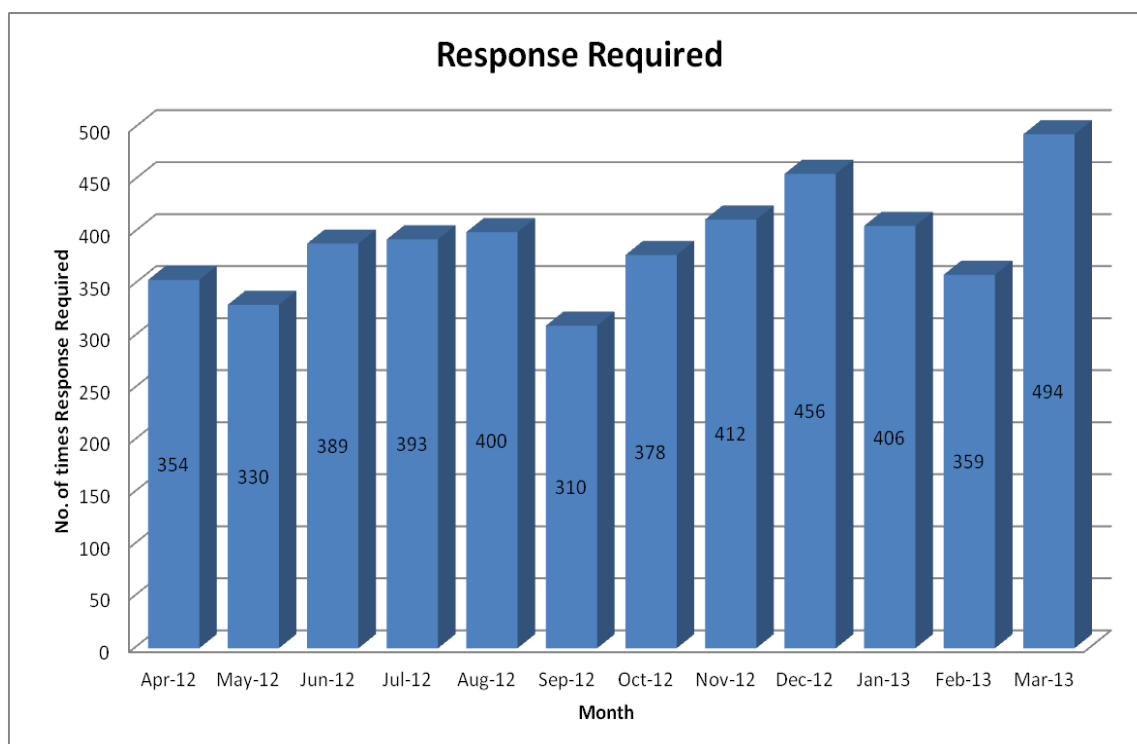
This briefing note has been developed, to provide Scrutiny Panel with an interim update on Community Alarms Service.

Context

The Community Alarms Service operates 24 hour, 7 days per week service and is located in the East of the Borough. The service is critical, first line response, triggered fundamentally (although not exclusively) via the pressing of a pendant alarm. This service also operates as the out of hours contact for Walsall Council, outside of core office hours.

During autumn of 2011, a charge of £12.50 per month was introduced for the response element of the service. Fundamentally, the response element of the service is defined as the attendance of a Council Officer (if required), when a citizen triggers their pendant alarm, to provide support in addressing the current 'urgent' issue. Currently, a charge is levied to citizens across the borough, who under the age of 80 and have not been assessed as requiring and in receipt of any other social care service.

During the last financial year 2012-13, the Community Alarms Service received and dealt with 129 301 calls. This resulted in 37 017 follow up calls by the service. Of those calls received, this resulted in the deployment of a response attendance 4681 times. Across the year this breaks down as follows:



The most commonly deployed telecare equipment across the borough, are as follows:

- Pendant
- Dispersed Alarm
- Smoke Alarm
- Keysafe
- Fall Detector
- Carbon Dioxide Detector
- Flood Detector
- Bed Sensor
- Bogus Caller
- Bed Chair Sensor

During summer 2012, the Community Alarms Service was independently assessed and accredited via the Telecare Services Association.

Current Position

As at 1st July 2013, the service is accessible via the deployment of telecare equipment to some 5002 Walsall borough citizens. The service demographic, in terms of geography and age, depicts an even spread of service delivery across the borough and indicates that 68% (3396) of the service is delivered to Walsall citizens, who are aged 80 or over.

The table below presents new service referrals received during quarter 1 of this financial year:

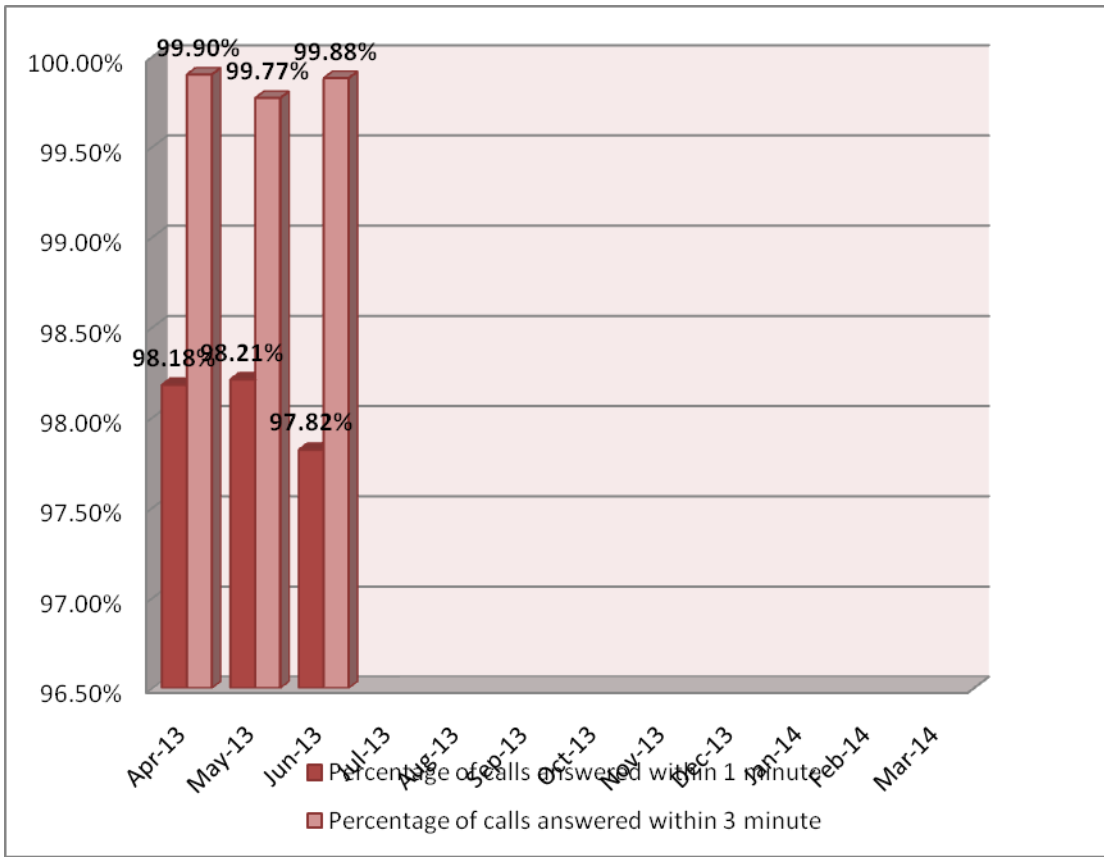
New Referrals 2013-14	
April 2013	105
May 2013	113
June 2013	105

In comparison, the number of citizens exiting the service during the same period is as follows:

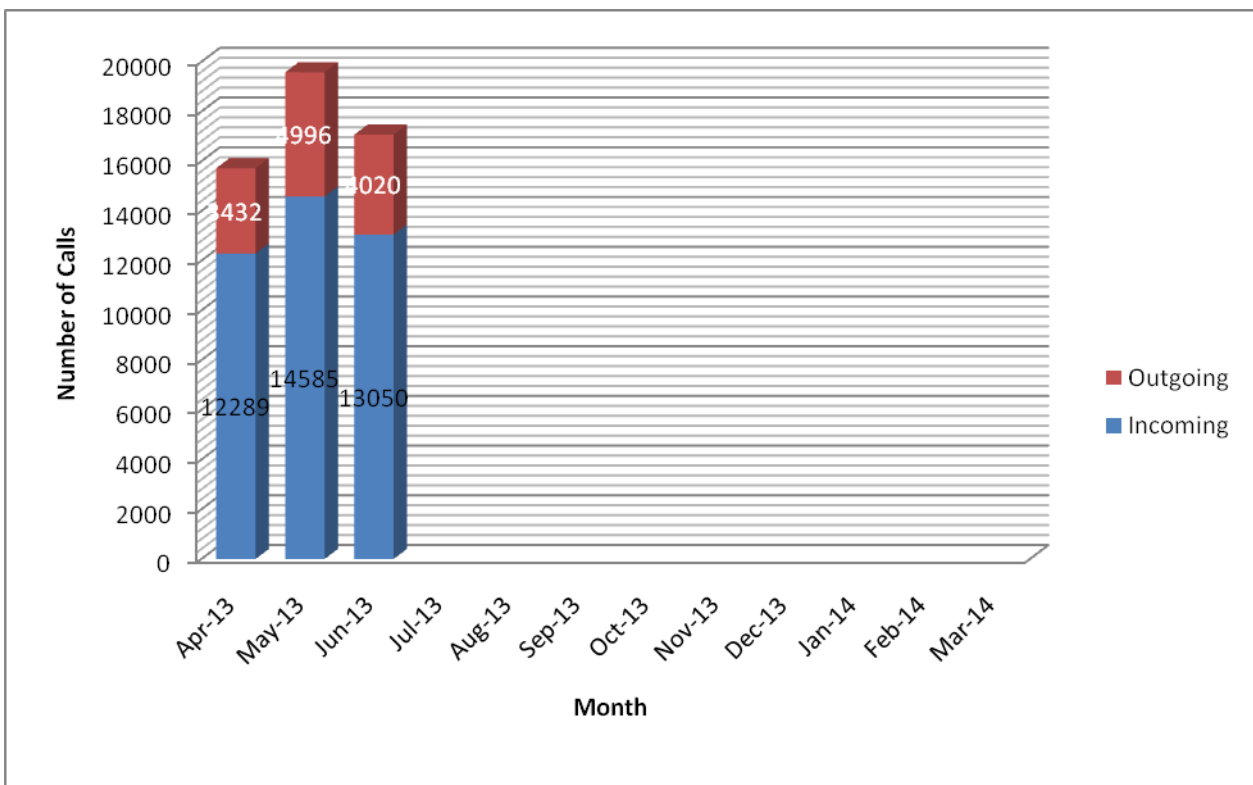
Exiting Service 2013-14	
April 2013	85
May 2013	84
June 2013	62

Reasons for exiting are attributed to a change in personal circumstance or relocation. Both new referrals and service exiting are directly comparable to the same period last year. Currently there are 856 citizens taking up the service, who are not receipt of any other social care service, following assessment, so in effect are eligible to pay the monthly charge.

During the first quarter of the current financial year, a summary of activity is depicted on the tables below:



The above table demonstrates the timeliness with which calls were answered, all calls received are answered within 1 minute 99% of the time and of the remaining 1% of call 98% of those calls are answered within 3 minutes.



The second table above indicates the levels of incoming and outgoing calls, this demonstrates the average monthly call activity equates to 17457 for the current financial year.

Conclusion

The Community Alarms Service continues to be a critical response service, providing a primary reassurance service to the citizens of Walsall living within the local community.

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