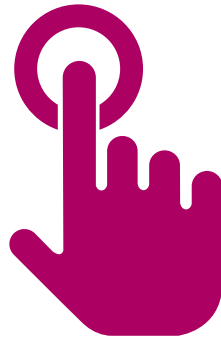


Community Alarm Service



Annual Report 2017/18



Community Alarm Service Review of 2017/18

Magenta Living Community Alarm Service has continued to retain full accreditation for monitoring from the Telecare Services Association (TSA), the national standards body for technology-enabled care and support services. We have recently appointed a new Out of Hours Team Leader (Amanda) who is responsible for managing the staff who work on our Community Alarm Service and have also recently recruited a new Senior Customer Access Advisor (Craig) for our weekend shifts.

Magenta Living has taken the decision to migrate our current software from Microsoft Office 2007 to Microsoft Office 365 and this piece of work has now been completed in our Community Alarm Service area. The change has brought a number of benefits to our team including a messenger option which allows staff to communicate immediately with each other via their desktop and a much more effective email system.

Our CCTV Control Room continues to go from strength to strength whilst working alongside the Community Alarm Service and Magenta Living are reaping the rewards of this collaborative working as the channels of communication across these teams is ensuring that quick and real time information is being delivered to all relevant departments.

Our team have attended some events recently which has allowed us to market the Community Alarm service that we deliver. Working closely with Wirral Borough Council we were given opportunities to showcase our service at events such as a Road Users Safety meeting for people over 55.

A dedicated workforce, here for you

Magenta Living ensures all Community Alarm operators are fully trained in accordance with our Call Handling Procedures which are accredited by an independent body (TSA). We also ensure our operators have regular reviews with their line manager to highlight any training requirements and enhance the quality of service for our customers. In addition to this all calls made to our Control Room via the Community Alarm are recorded for training and monitoring purposes and this assists in identifying any areas for improvement.

Regular feedback sessions and team meetings are held by management on a bi monthly basis to ensure all Operators are fully briefed on Industry changes, performance updates, and upcoming events.

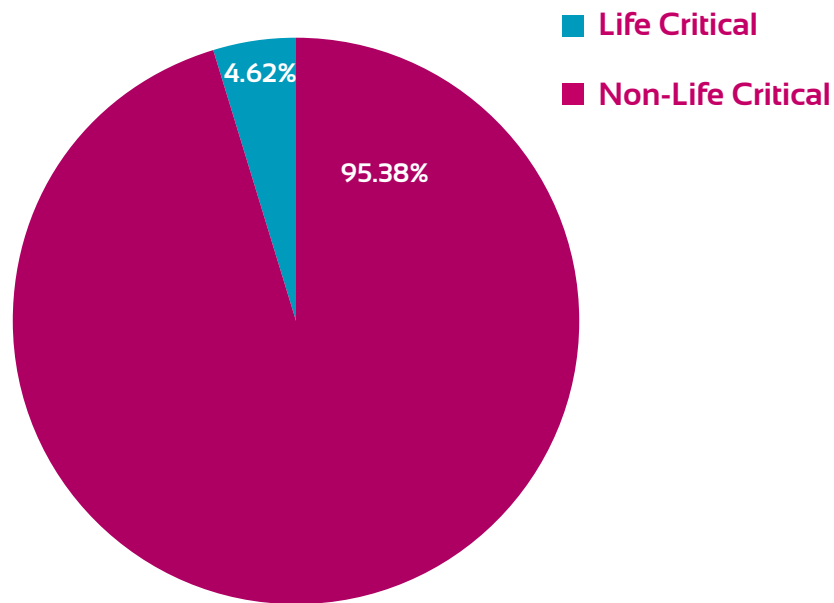
In order to recognise outstanding performance from our staff we have recently introduced a Reward and Recognition Project Group within the Contact Centre which has seen the introduction of a 'Wall of Fame' which allows good work carried out by staff to be acknowledged by colleagues and where appropriate be rewarded by Magenta Living.

An emergency response, at any time, within 60 seconds

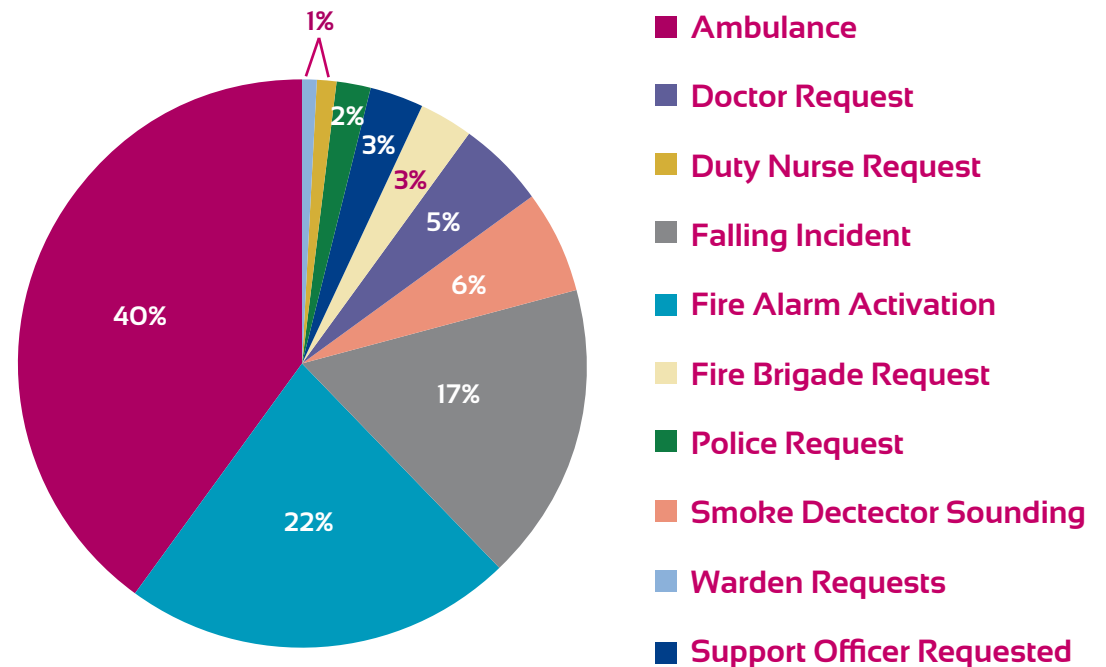
In 2017/18, we answered 27,754 Community Alarm Calls, handling 1,284 potentially life-threatening incidents across the year.

We answered 99.96% of all calls within 60 seconds and requested 573 ambulances during this period.

Life Critical vs Support Calls



Life Critical Calls by Category

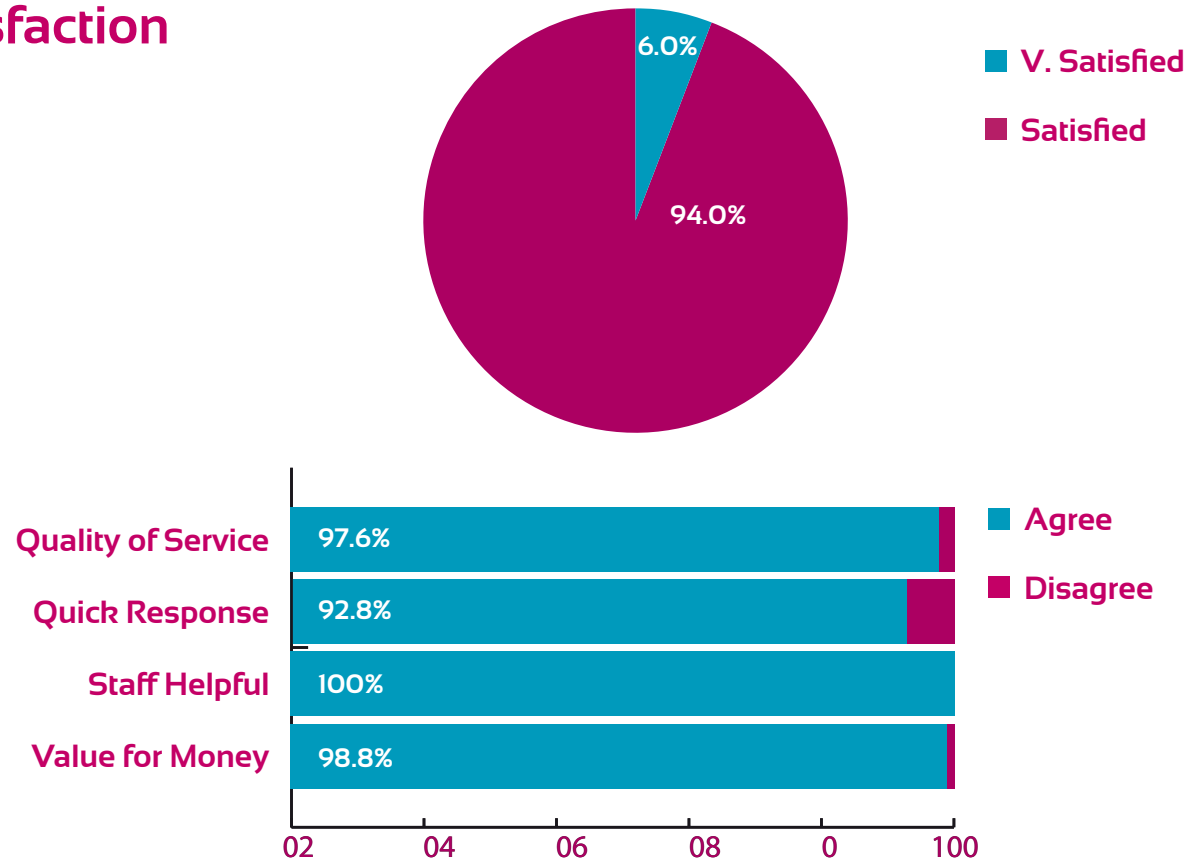


Customer Survey

As a learning organisation, we welcome all feedback, both positive and negative, as an opportunity to learn and improve our services.

In 2017/18, 83 customers completed a survey regarding our Community Alarm Service. 100% of those who responded were either 'Satisfied' or 'Very Satisfied' with our service overall and 98.8% stated that the service represents good value for money

Customer Satisfaction



Customer Feedback

In 2017/18, we received eight Compliments and one Complaint regarding our Community Alarm Monitoring service.

None of the complaints received were identified as genuine failures as our investigation identified the action taken met the standards that we expect from our services.

“Miss R called through to say a huge thankyou to one of our advisors following her mother having a fall and the advisor correctly calling for an ambulance. Miss R was extremely thankful that the advisor made this decision as she wasn't available when the incident happened”

“Mr E called into us to pass on his gratitude for the assistance of our advisor who had contacted him earlier in the day to inform him that his father had fallen at home. Mr E thanked the advisor for getting the necessary assistance to his father and for also being so prompt in letting him know about the incident”



Achievements looking back

Summarise our key achievements etc

- ✓ Retained TSA Accreditation
- ✓ Over 99% of clients were satisfied with our service and performance
- ✓ No loss of Community Alarm Service
- ✓ Achieved full implementation of multi-skilled operators
- ✓ Appointment of new Out of Hours Team Leader
- ✓ Appointment of new weekend Senior Advisor
- ✓ Implementation of Microsoft Office 365



Looking to the future...

- Retain TSA Accreditation by embedding the new Quality Standards Framework
- Ensure we answer 97.5% of Community Alarm calls within 60 seconds
- Achieve a minimum of 90% customer satisfaction
- Aim to update all our Customers personal information on a yearly basis to ensure an effective and current service is delivered
- Continue to provide extensive Community Alarm training to all our CCTV Operators to enhance our contingency plans
- Continue to attend any events which allow us to market our excellent service.

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OHSAS 18001

