

AGENDA ITEM: 6

SUMMARY



Report for:	Housing and Communities Overview & Scrutiny Committee
Date of meeting:	20 June 2012
PART:	1
If Part II, reason:	

Title of report:	Community Alarm Call Response Performance
Contact:	Margaret Griffiths, Portfolio Holder for Housing Landlord Responsible Officer – Andy Vincent, Group Manager, Tenants and Leaseholders Author – Nicola Charman – Development Officer, Supported Housing Service
Purpose of report:	1 To advise Housing and Communities Overview and Scrutiny Committee members regarding the past three months performance of SeniorLink Eldercare, community alarm provider for the Supported Housing Service.
Recommendations	1. Officers to continue monitoring contract
Corporate objectives:	This report supports the following Council objective: Affordable Housing
Implications:	<u>Financial</u> None <u>Value for Money</u>
'Value For Money Implications'	Effective Contract Monitoring is essential in delivering Value for Money within the HRA
Risk Implications	Risk reference 05 in the Housing Landlord Risk register refers to effective financial and operational control of contractors.
Equalities Implications	Equality Impact Assessment - None required for the purpose of this report.

Health And Safety Implications	None
Consultees:	Dharini Chandarana: Supported Housing – Team Leader
Background papers:	http://www.dacorum.gov.uk/pdf/Housing%20-%2012-03-21%20-%20Community%20Alarm%20Report.pdf http://www.dacorum.gov.uk/pdf/Social%20-%2011-09-14%20-%20ITEM%207%20-%20Community%20Alarm%20Report.pdf http://www.dacorum.gov.uk/pdf/Social%20-%2011-07-20%20-%20Item%207%20-%20Community%20Alarm%20Response.pdf

1.0 Background

1.1 Dacorum Borough Council's community alarm monitoring service provider is Seniorlink Eldercare. They are members of the Telecare Services Association (TSA), which is the representative body for the telecare industry within the UK. The TSA aims to promote and support the telecare and telehealth industry and has over 350 members, primarily from Local Authorities, registered Social Landlords and private sector suppliers. The organisation sets quality standards for service delivery in its code of practice to enable commissioners to identify quality providers.

1.2 There are two critical performance indicators in the code of practice that refer to call handling which Dacorum Borough Council use to monitor the performance of the provider:

- Achievement of 97.5% of alarm calls being answered within one minute
- Achievement of 99% of alarm calls being answered within three minutes

1.3 The community alarm contract stipulates the provider will be monitored on the above targets. In addition to this, the Overview and Scrutiny Committee have asked for two additional targets to be added:

- % of calls answered within 90 seconds
- Undertake a customer satisfaction survey on a quarterly basis

2.0 Performance

2.1 The table below illustrates Eldercare's performance since the last report to Overview and Scrutiny Committee in March 2012. The second table shows the results of the Customer Satisfaction Survey carried out between January and March 2012 and which was sent out to customers who used their community alarm or Lifeline during that period. The third table highlights the number of calls which took longer than 180 seconds to answer and gives an explanation for each call, where available, and the response time.

2.2 The first table illustrates that response target for one and three minutes were met. The response target for 90 seconds is improving. Tenant satisfaction has remained high throughout this period.

Week Commencing	4/03	11/03	18/03	25/03	01/04	8/04	15/04	22/04	29/04	06/05	13/05	20/05	27/05
% of calls answered within 1 minute (Target – 97.5%)	97.56	97.54	97.51	97.38	97.73	98.06	97.79	97.93	97.85	97.59	97.98	97.93	98.14
Number of calls answered within 1 minute	1411	1401	1373	1112	1289	1242	1377	1280	1415	1157	1089	1059	1104
% of calls answered within 90 seconds	98.65	98.69	98.39	98.87	99.25	98.91	98.76	98.93	98.89	98.72	99.03	99.23	99.12
% of calls answered within 3 minutes (Target 99%)	99.73	99.62	99.92	99.78	99.81	99.83	99.83	99.84	99.78	99.88	99.98	99.87	99.76
Number of calls answered within 3 minutes	1442	1431	1407	1139	1371	1265	1406	1305	1443	1185	1110	1184	1127

Customer Satisfaction Survey Results – January – March 2012

	Contact with Control Centre					Total	Speed of response					Total	Staff Helpful & Supportive					Total
	Very Satisfied	Fairly Satisfied	Neither/Nor	Fairly Dissatisfied	Very Dissatisfied		Very Good	Fairly Good	Neither/Nor	Fairly Poor	Very Poor		Very Good	Fairly Good	Neither/Nor	Fairly Poor	Very Poor	
Results from combined customer/tenant	82	11	8	2	1	104	67	24	6	2	0	99	83	8	4	1	1	97
% of customers	79%	10.5%	7.5%	2%	1%		67.5%	25%	4.5%	2%			85.5%	9%	3.5%	1%	1%	

Report of calls which took longer than 180 seconds to answer

Week Beginning	Type of call	Response time (Sec)	Reason for call	Reason for delay, where known.
April 9	Scheme call	229	Not known	
	Scheme call	223	Not known	
	Scheme call	202	False alarm all okay	
	Bed Sensor	198	False alarm all okay	
	Scheme call	229	Front door, no reply when answered	
April 16	Scheme call	212	False alarm all okay	
	Scheme call	197	False alarm all okay	
	Scheme call	181	Front door, no reply	
	Scheme call	399	Incomplete call	This can be due to several reasons including calls being cancelled, voice module not working, mains failure.
	Scheme call	185	Keysafe access required	Calls from tenants take priority over keysafe access calls.
	Scheme call	234	Mains failure	Call cannot be answered as mains failure triggered alarm but contact can't be made
	Dispersed call, pendant	184	Reassurance call	
	Scheme call	206	Warden onsite	Calls from tenants would have taken priority over warden on/offsite call.
April 22	Battery/ Unit failure, dispersed unit	301	Mains failure at customer's home	
	Dispersed call, pendant	199	Test call from customer	
	Scheme call	295	Not known	
	Scheme call	316	Incomplete call	This can be due to several reasons including calls being cancelled, voice module not working, mains failure.
	Scheme call	250	Call from unidentified source within	There are some pull cords within schemes which have not been allocated an ID as

			scheme	they are no longer in use. However calls have gone through to Eldercare remotely.
April 30	Scheme call	242	Not known	
	Scheme call	207	Not known	
	Scheme call	256	Not known	
	Alarm call dispersed	263	Failed call	The call was initiated by the pendant but failed to connect. When connection fails a phone call is made to the customer.
	Scheme call	207	False alarm, all okay	
	Scheme call	206	False alarm, all okay	
	Dispersed call	256	Test call from tenant	
	Scheme call	242	Warden offsite	Calls from tenants would have taken priority over warden on/offsite call.
May 7	Scheme call	225	Not known	
	Scheme call	199	Not known	
	Dispersed call, pendant	265	Customer enquiry	
	Scheme call	225	Warden onsite	Calls from tenants would have taken priority over warden on/offsite call.
	Scheme call	199	Warden offsite	Calls from tenants would have taken priority over warden on /offsite call.
May 14	Scheme call	221	Not known	
	Scheme call	191	Not known	
	Scheme call	221	Keysafe access required	Calls from tenants take priority over keysafe access calls.
	Scheme call	191	Warden offsite	Calls from tenants would have taken priority over warden on /offsite call
	Dispersed call, pendant	208	Reassurance call	
May 21	Scheme call	199	Not known	
	Scheme call	199	Keysafe access required	Calls from tenants take priority over keysafe access calls.

	Dispersed call, pendant	181	Test call	
May 28	Scheme call	216	Failed call	Eldercare unable to ascertain reason for failed call but contacted tenant by telephone to check situation.
	Dispersed call	209	Failed call	Eldercare unable to ascertain reason for failed call but contacted customer by telephone to check situation.
	Dispersed call, pendant	192	No reply	Eldercare telephoned the customer as no reply via unit.
	Scheme call	202	Mains failure	Call cannot be answered as mains failure triggered alarm but contact can't be made