Report for:	Housing and Communities Overview & Scrutiny Committee
Date of meeting:	23rd January 2013
PART:	1
If Part II, reasc	**AGENDA ITEM:**

SUMMARY

Title of report	rformance
Contact:	Margaret Griffiths, Portfolio Holder for Housing 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. The future reporting of the community alarm contract performance is presented in the Housing Landlord Quarterly reports to Housing & Communities Overview and Scrutiny Committee.
Corporate objectives:	This report supports the following Council objective: Affordable Housing
Implications: 'Value For Money Implications'	Financial None Value for Money Effective Contract Monitoring is essential in delivering Value for Money within the HRA
Risk Implications	Risk reference HLMO 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 Table 1 illustrates Eldercare's performance since the last report to Overview and Scrutiny Committee in June 2012.

Table 2 shows the results of the Customer Satisfaction Survey carried out between July and September 2012. The survey is sent out to all tenants and customers who used their alarms to summons help from medical or paramedic services, family or next of kin and who remain in their property. The total number of calls in these categories was 406, which related to 237 households and of these households 208 were still in receipt of the service at the time of the survey.

Table 3 shows the number of calls which took longer than 180 seconds to answer and the reason for the delay, where known.

2.2 Table 1 illustrates that response targets for one and three minutes were consistently met. The response target for 90 seconds has improved again since the last report and the Performance Targets have been met or exceeded throughout the 10 month period of March to end of December without exception.

Tenant satisfaction has remained high throughout this period with 115 customers returning the survey out of the 208 which were sent out.

2.3 For Committee Members information 26 of our 31 Category 2 Sheltered Housing Schemes have one telephone line (UAC) designated to community alarm calls. Leys Road, Rice Close and Phyllis Courtnage House all have 2 dedicated lines, Pond Close has 3 lines and Evelyn Sharp House, which is the Flexicare Scheme, has 5.

With regard to the potential to increase the number of lines, Cirrus Communications have undertaken a dilapidation survey of all our schemes. The report shows that all the dispersed schemes will need to have new wiring. The new system will be enabled digital calls once the phone providers are able to accommodate digital lines. We have asked Cirrus to cost the various options available to us and they will present this at the next monitoring meeting at the end of January 2013.

Internal schemes, such as William Crook House, may not need to have new wiring because of dilapidation but will need the wiring to be upgraded to allow for digital capacity.

Table 1

Week Commencing	14/10	21/10	28/10	04/11	11/11	18/11	25/11	02/12	09/12	16/12	23/12	30/12
% of calls answered within 1 minute (Target – 97.5%)	98.04	97.93	99.26	97.60	99.57	99.26	99.07	98.98	98.30	98.41	98.55	99.00
Number of calls answered within 1 minute	1194	1264	1583	1262	1330	1283	1145	1540	1626	1168	1130	1341
% of calls answered within 90 seconds	99.19	99.01	99.60	98.97	99.99	99.79	99.46	99.32	99.01	99.47	99.33	99.70
% of calls answered within 3 minutes (Target 99%)	99.85	99.96	99.93	100	100	100	99.94	99.59	99.85	99.92	100	100
Number of calls answered within 3 minutes	1216	1290	1594	1293	1233	1293	1155	1550	1651	1186	1147	1355

Table 2
Customer Satisfaction Survey Results – July - September 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	88	20	4	1	2	**115**	82	25	3	2	3	**115**	95	14	3	1	2	**115**
% of customers	76%	17.5%	3.5%	1%	2%		71%	22%	2.5%	2%	2.5%		82.5%	12%	2.5%	1%	2%	

Table 3
Calls which took longer than 180 seconds to answer

Week Beginning	Scheme or Dispersed Call	Amount of calls unanswered in 180 seconds	Reason for delay in answering call
14 October 2012	Scheme	4	All 4 calls came from one scheme and were held in a queue to be answered
21 October 2012	Scheme	2	Both calls from one scheme and were held in a queue to be answered
28 October 2012	Dispersed	1	Volume of calls, answered in 193 seconds
4 November 2012		0	
11 November 2012		0	
18 November 2012		0	
25 November 2012	Scheme	2	Both calls from one scheme and were held in a queue to be answered
2 December 2012	Scheme	2	Both calls from one scheme and were held in a queue to be answered
9 December 2012	Scheme	13	All calls from one scheme, which was down and waiting for fault repair
16 December 2012	Scheme	2	Both calls from one scheme and were held in a queue to be answered
23 December 2012		0	
30 December 2012		0	