

AGENDA ITEM: 11

SUMMARY



Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	31 October 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. The future reporting of the community alarm contract performance is presented in the Housing Landlord Quarterly reports to Housing & Communities Overview and Scrutiny Committee. 2. Customer satisfaction surveys continue to be undertaken every quarter to ensure we are meeting the needs of our customers and tenants.
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 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 The table below illustrates Eldercare's performance since the last report to Overview and Scrutiny Committee in June 2012.

The second table shows the results of the Customer Satisfaction Survey carried out between April and June 2012. The survey is sent out to all tenants and customers who used their alarms to summon 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 412, which related to 223 households and of these households 200 were still in receipt of the service at the time of the survey.

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 consistently met. The response target for 90 seconds has improved since the last report and the Performance Targets have been met or exceeded throughout the 7 month period of March to end of September without exception.

Tenant satisfaction has remained high throughout this period. 110 customers returned the survey out of the 200 which were sent out. Of the eight replies which said they were dissatisfied three related to the length of time an ambulance took to reach them. This is out of the control of the call centre.

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, we have commissioned Cirrus Communications to undertake a dilapidation survey of all our schemes which will be concluded by mid-December. This report will also look at the potential for a digital system to be installed.

Week Commencing	15/07	22/07	29/07	5/08	12/08	19/08	26/08	02/09	09/09	16/09	23/09	30/09
% of calls answered within 1 minute (Target – 97.5%)	97.74	97.64	97.61	98.23	97.64	97.78	98.14	97.88	98.37	97.66	97.62	98.20
Number of calls answered within 1 minute	1362	1429	1252	1339	1206	1159	1285	1421	1402	1153	1086	1383
% of calls answered within 90 seconds	98.65	99.19	99.15	99.2	98.68	99.04	98.95	99.09	99.12	98.81	98.96	99.20
% of calls answered within 3 minutes (Target 99%)	99.71	99.80	99.89	99.66	99.81	100	99.75	99.83	99.58	99.48	99.90	99.91
Number of calls answered within 3 minutes	1461	1461	1282	1358	1233	1185	1306	1450	1419	1175	1112	1407

Customer Satisfaction Survey Results – April – June 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	83	18	1	3	5	110	76	29	0	3	2	110	90	15	1	3	1	110
% of customers	75.5%	16%	1%	3%	4.5%		69%	26%	0%	3%	2%		81%	14%	1%	3%	1%	

Calls which took longer than 180 seconds to answer

Week Beginning	Response Time	Scheme or Dispersed Call	Reason for call
15 th July	184 235 225	Scheme Scheme Dispersed	Courtesy call Test call – Engineer Mains failure, private residence
22 nd July	194 228 191	Dispersed Dispersed Dispersed	Unit failure / failed call False alarm, all okay Unit failure / faulty equipment
29 th July	201 208 189 215	Dispersed Dispersed Dispersed Dispersed	Inactivity Activation, customer contacted Inactivity Activation, customer contacted Inactivity Activation, customer contacted Inactivity Activation, customer contacted
5 th August	191 203 244	Dispersed Dispersed Dispersed	Reassurance False alarm, all okay False alarm, all okay
12 th August	197 211 235	Scheme Dispersed Scheme	Unknown as call incomplete Unknown as call incomplete Unknown as call incomplete
26 th August	204 197 223 210 218	Scheme Scheme Scheme Scheme Scheme	Carer required False alarm, all okay Front door enquiry Keysafe access required Warden offsite
2 nd September	196 228 197	Dispersed Scheme Scheme	Test call, resident Front door enquiry False alarm, all okay
9 th September	193 216 185 225	Dispersed Dispersed Scheme Scheme	Client enquiry False alarm, all okay Keysafe access required No reply

	196 187 231 204	Dispersed Scheme Scheme Scheme	Reassurance call Resident enquiry Unclear answer Warden offsite
16 th September	240 231 213 221 199 191 193 206	Scheme Scheme Scheme Scheme Scheme Dispersed Dispersed Dispersed	Ambulance required Carer required False alarm, all okay False alarm, all okay Test call, resident Carer required Client enquiry False alarm, all okay
23 rd September	240 209 197	Scheme Scheme Dispersed	False alarm, all okay Front door, no reply False alarm, all okay
30 th September	212 197 203	Dispersed Scheme Scheme	False alarm, all okay Front door, no reply No reply