

CALL CARE

Annual Report | 2013 -2014

This report covers the period April 2013 to March 2014 and has been produced to let you know what has happened in the call care service during that time. It tells you how we performed, what our achievements were and the challenges we faced. It also looks ahead to our plans for the future.

This report will be distributed to staff and corporate customers. As we have over 6,000 individual customers we are unable to provide a copy to each customer. Therefore copies will be placed in community rooms, libraries, Northampton Borough Council's (NBC) One Stop Shop, and on our website to enable it to be accessed by individuals.

If you would like to make any comments on this report or require more details, please call 01604 838246 or email lmusson@northampton.gov.uk.

Best wishes.

Louise Musson
Senior Control Team Co-ordinator.



Our Service Aims are to:

- **Prevention** - use Telecare technology to help prevent hospital admissions and aid early hospital discharge.
 - **Independence** - Support vulnerable people to live independently in their own homes and within the community.
 - **Peace of Mind** - provide customers, their families and friends with peace of mind that support is available at the touch of a button.
 - **Security** - Help provide security to vulnerable customers throughout Northamptonshire.
- We also:**
- Work with other organisations to provide a network of support.
 - Are available 24 hours a day, every day of the year.
 - Answer calls promptly and professionally and take the appropriate action at all times.
 - Always treat customers with dignity and ensure their wishes are respected.
 - Comply with the Data Protection Act.
 - Update information held as soon as we are notified of any changes.
 - Report faults on equipment promptly and ensure that repairs are carried out in line with the maintenance contracts.

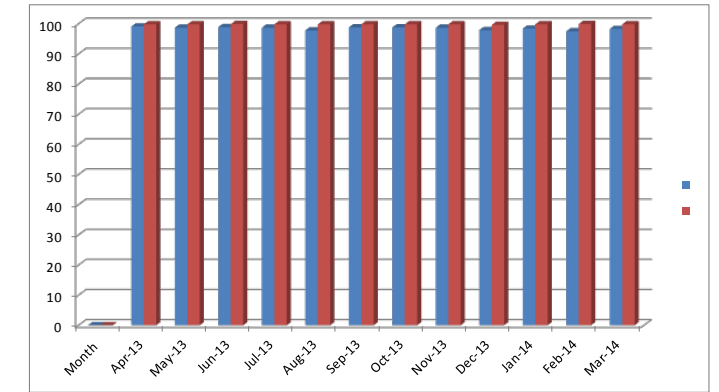
Call Response times

From 1st April 2013 to 31st March 2014 our Control Operators handled over approximately 270 calls each day.

The Telecare Services Association set two standards for call response times (how quickly a call is answered).

- 97.5% of calls must be answered within 60 seconds
- 99% of calls must be answered within 180 seconds

We consistently met and exceeded the TSA standards. The graph demonstrates that on average 98.5% of calls were answered within 60 seconds and 99.8% of calls were answered within 180 seconds. The hard work of our team has ensured that all our calls are answered quickly and dealt with effectively.



Blue = calls answered within 60 secs

Red = calls answered within 180 secs

How well did we perform?



Call Care is accredited by the Telecare Services Association. This is the UK trade association for the social alarm and telecare sector. It operates a code of practice for control centres. There are annual inspections and a 3-yearly full audit inspection.

The code of practice looks at areas including:

- The location, design and construction of the control centre.
- Procedures for data protection.
- Contingency plans.
- Achieving set standards in call response times.
- Complaints management.
- Staff conduct and training.
- Installation performance.

In January 2014 Call Care were once again successfully accredited by the Telecare Services Association.

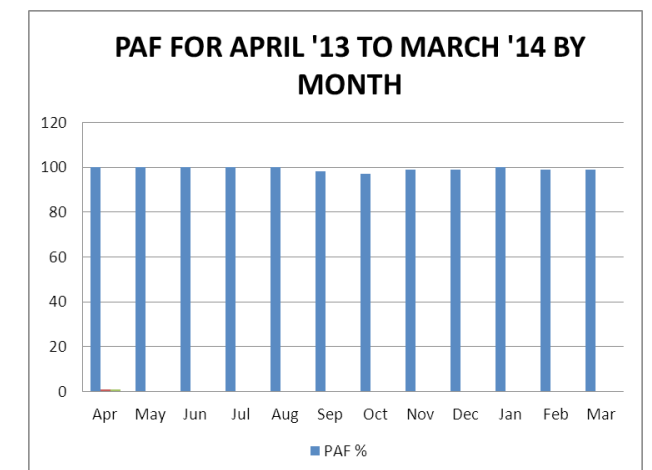
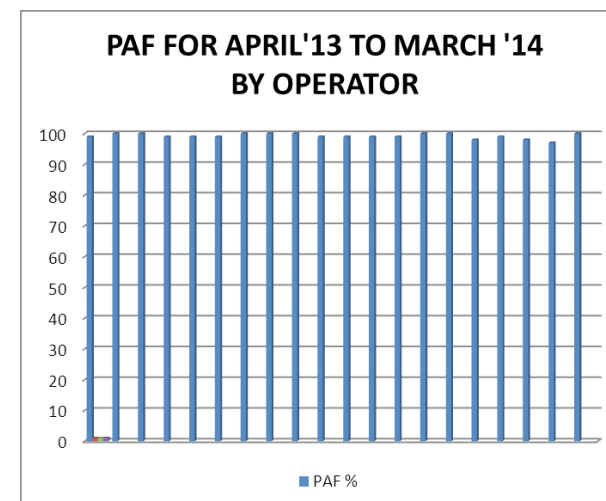
Operator Performance

To ensure our customers receive an excellent service we have a number of procedures that allow us to monitor performance. All calls made to and from the Alarm Receiving Centre are digitally recorded. This allows us to monitor performance by regularly listening to calls.

A performance assessment is completed monthly for each operator and this covers all aspects of the way a call is handled. A score of less than 90% is regarded as a failure to

meet the standard and would be addressed with the member of staff and an improvement programme would be undertaken.

PAF for April 13 - March 14 by Operator, this shows the individual performance for each operator, averaged over the 12 month period. All operators have achieved a yearly average over and above the required 90%, demonstrating a commitment to excellent calls handling performance.



PAF for April 13 to March 14 by Month shows that month on month Call Care Operators on average are exceeding the required calls performance standard.

Telecare (Lifeline) Installation Performance

Our Telecare department continued to deliver a very efficient service during the year with all new lifelines having been installed well within the Telecare Services Association recommended target times. Our Telecare (Lifeline) Officers have continued to familiarise themselves with new equipment and procedures throughout the year and have undertaken any additional training as required.

We have continued to work with and meet the Telecare Services Association Code of Practice.

The targets set are:

- 9 out of 10 urgent installations completed within 2 working days, with the remaining installations completed within 5 working days.
- 9 out of 10 non-urgent installations completed within 15 working days, with the remaining installations completed within 20 working days.

We are pleased to report that these targets were fully met in 2013-2014.

Your Feedback:

Call Care is committed to delivering an excellent quality of service which is demonstrated from our customer feedback and our performance results. We want to hear from our customers when they are happy with us or when they feel we could have done better. We use a variety of ways to find out your opinion.

We are grateful to our customers for taking the time to give us feedback and we use this to help us decide our future priorities and assist in our service planning.

Customer Feedback Surveys

We carry out a survey with our customers on an annual basis by means of a satisfaction questionnaire. A satisfaction survey was sent to 500 randomly selected Telecare (Lifeline) customers in March 2014. A high response was attained with 61% of customers returning their survey forms.



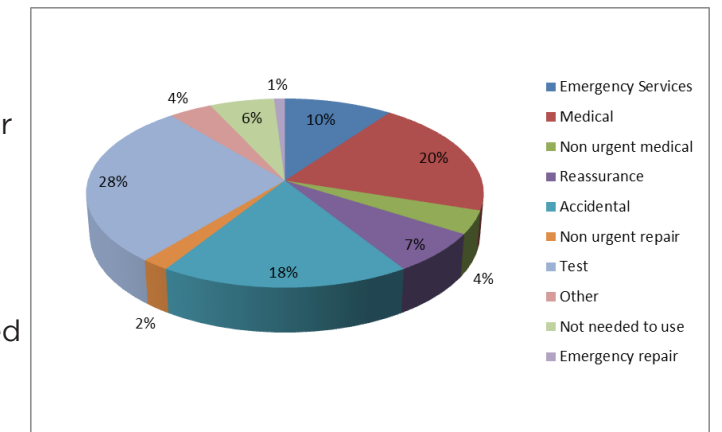
Results of Survey

Customers were asked a number of different questions about when they used their lifeline and how they felt their calls were handled. Their responses showed the following:

Of those who had used the alarm almost a third (30%) had used it to get the emergency services or for a medical emergency, 6% had not needed to use their Lifeline.

Of those who had answered the question:

- 98% thought their call was answered quickly.
- 100% thought their call was well handled by the Control Room.
- 97% thought the outcome of their call was satisfactory.
- 97% thought that their lifeline was value for money.
- In terms of importance 65% considered their Lifeline to be vital, with another 29% considering it to be important.
- 99% customers say they would recommend Lifeline to their friends.
- 76% were very satisfied with the service with a further 22% being satisfied.



Detailed in this chart below are the reasons why customers used the alarm.

Compliments and complaints

Our aim is to be able to resolve your complaint as quickly as possible. Often this can be straight away but when we cannot do this we will acknowledge your complaint within 3 working days and ensure that we provide a full response within 10 working days. This is defined by Northampton Borough Council's Complaints Procedure.

All complaints are investigated and a letter informing you of the outcome of the investigation will be sent to you.

As all our calls to the Alarm Receiving Centre are recorded we are able to listen to any call and record the time taken to answer a call. This enables us to establish clearly if there was a break down in the quality of our service.

We are grateful to our customers for taking the time to give us feedback and will use this to help us decide our future priorities and assist in our service planning.

During 2013-2014 we received the following number of complaints and compliments about Call Care.

- 16 compliments
- 5 complaints

Some of the compliments received during the year were:

- A customer rang to say that the service saved her life when she got trapped in her garage. She pressed her pendant and

because she did not respond the operator sent her emergency contacts. She said that she could have been there all day in the cold weather if she had not had our service.

- A customer called wishing to thank the operator who called an ambulance for him. He was admitted to hospital and had a pacemaker fitted. He felt that the operator's actions contributed to saving his life and wanted to thank her.
- A customer called to praise Call Care for the help and support we gave her to remain independent at 95 years old and blew us two kisses over the phone!

We will always try to respond to a complaint immediately, where this is not possible, it will be acknowledged within 3 working days and then fully investigated.

All of the above complaints were resolved at the first stage 'NIP' and not escalated to a stage one complaint. Three of the complaints were regarding either equipment or repair issues, all of which were out of Call Care's control. All other complaints were responded to and training provided to the operator where necessary.

We aim to provide a high level of service to all our customers, if at any time someone does not feel that they are receiving this, we encourage feedback to ensure service development and excellent customer service provision.

Achievements and improvements

This year has been an eventful year for Call Care. We have implemented two major projects, the move from Exeter Place to the Guildhall and the installation of a new Calls Handling System.

The Big Move

For many years it has been felt that Call Care would benefit from moving from their original premises at Exeter Place. This was the year it was going to happen. A project team was set up and the plans began to formulate as far back as Jan/Feb 2013. On the 9th November 2013 the Big Move took place, well actually it was carried out over a matter of several days; the final day when our equipment went live was on the 9th November and from then onwards we have been operating from the 3rd floor of the Guildhall.

The benefits – The team now work in a large airy office alongside their customer service colleagues. It has brought the team into the Council fold and has enhanced the partnership working with the independent living team and customer service team. The team has also found it beneficial as their knowledge of the Council is growing and a better understanding of what other departments can provide has been really useful in our daily operations.

It has also given us the opportunity to attend other team's team meetings and give them a wider understanding of the service Call Care provides.

Last and not least it has been a cost saving exercise as we are no longer running a stand alone building for our operations and the Exeter Place offices are being converted into four flats to rent via choice based lettings.

New System

Call Care's system is a bespoke calls handling system which works by identifying the caller's phone number and personal id number, which means as a call comes into the service the operator automatically can identify who is calling, which is really helpful in emergencies.

The system provider had developed and upgraded the system we were using and Northampton Borough Council wanted to invest in the service and felt it was time to introduce the new software. It was agreed that this should happen in conjunction with the move, this provided us with an unprecedented service continuity, which means, we could install the new system at our new premises, in the Guildhall, whilst still working off our old system at Exeter Place. Once the new system was installed and rigorously tested we could then transfer to the Guildhall without any loss of service.

Our IT department has been innovative by integrating the calls handling system onto the Northampton Borough Council system. This has improved our disaster recovery (DR) continuity and reduced the prospect of physically going to our DR site in the event of system failure. This has resulted in reducing the chances of any service disruptions for our customers.

The team had a full training programme before we went live on the new system and have adapted to all changes very well.

Other Achievements

Call Care had their annual audit from the Telecare Service Association in January 2014 and were pleased to pass for the 10th in a run, with no exceptions. This demonstrates Call Care's commitment to service improvements and customer service excellence.

We were successful in procuring new business from a national housing provider.



Working with other organisations

In operating the control centre and Telecare service we work with many other agencies to ensure positive outcomes for our customers. We have built strong relationships with the Police, Fire and Ambulance services and with our corporate customers.

During the year members of our Call Care team worked with local health and care organisations by attending and taking part in a Stroke Awareness day and giving talks on the service to Day Centres. Call Care attended the Northampton Borough Council Tenant and Leaseholders Conference in May and as well as giving advice and support to potential new customers, further developed the links between Call Care and other areas of the Council.

Call Care representatives attended the Telecare Services Association International Conference in Birmingham in November 2013. This was an important opportunity for us to keep up to date with new Telecare and Telehealth initiatives around the country and to meet with many different suppliers of Telecare equipment. We strive to keep abreast with the advancement of new equipment and technology which will benefit our customers and our service.

Service Agreements have been developed with all our corporate customers for example charities and housing associations for which we provide a response service. Regular meetings are held with corporate customers to ensure we are providing a high quality service, which meets their needs and the needs of their customers.



Customer Involvement

Two members of the team are involved in the ALMO implementation project which is managing the migration of Northampton Borough Council's housing stock to Northampton Partnership Homes as of 5th January 2015. As part of the Employee Focus Group these two members are involved in shaping procedures and policy and work jointly with Tenants, many of whom are users of our service.

Future Plans

- Over the next twelve months we are going to work towards expanding our service provision. This will include the provision of a wider range of equipment available to best meet the needs of our customers.
- We are setting up a project to raise awareness of our service to end users and health and support partners. This will include a wide range of talks and presentations and intensive partnership working.
- Our website will be improved to make it more user friendly and easier for our customers to access our services.
- We will be developing our brand awareness by increasing our online presence using social media.
- We will be providing our customers with the ability to apply for our services on our website using an online application form.
- During 2014/15 we will also begin a project to review our performance monitoring. This will work in conjunction with Northampton Borough Council's competencies and will review our current call performance monitoring procedures. Our aim is to invest in the training and development of our team to ensure a continuance of service improvement and customer service excellence.

