

Annual Report 2017/18



Tendring Careline and our Service Users

Corporate Goal - *Support older people to live independently in their own homes.*

Mission Statement - *"To provide a professional installation, call-handling and response service, enabling Service Users to maintain independent living, with dignity and peace of mind."*



Tendring Careline is a community alarm service offered 24 hours a day, 365 days-a-year and based in Clacton-on-Sea. It provides installation and monitoring of alarms, and response to Service Users who live in the Tendring area. We also offer monitoring services to a number of other landlords locally and overnight and weekend services across Essex and other locations. Around 3,000 Service Users in Council-owned homes, in sheltered accommodation and private dwellings currently benefit from the service in Tendring with an age range of 7 Years – 103 Years!

In June 2010 we moved into our purpose built Control Centre, in Barnes House. The new centre was equipped with the latest technology, which has allowed us to improve our monitoring service and we keep abreast of other emergent technologies so that we can keep people living independently in their own homes for longer. All equipment is supplied to Service Users on a needs assessment basis. As technology improves, we take great pride in the knowledge that we have the ability to cater for the diversity that we find across the district.

We also operate 8 Sheltered Housing Schemes where staff are on hand, or on call 24-hours-a-day. Residents also have use of the similar equipment as those living in their own homes and calls are either handled on-site by staff during normal working hours, or via our Control Centre out of hours.



Greenfields, Frinton-on-Sea

Our performance

In order to illustrate how we are performing, we measure a range of indicators. Many of these are industry standard as set by the Telecare Services Association and allow us to compare our performance with similar service providers. They also allow us to track progress.

We have broken the results down by each area that is being measured. Each indicator describes what area it is measuring, the target and our performance against that target.

Installations		
Indicator	Target	Our Performance
Urgent Installations carried out within 3 working days	90%	97.5%
Remaining urgent installations carried out within 6 working days	100%	100%
Non-urgent installations carried out within 16 days	90%	96.65%
Remaining non-urgent installations carried out within 21 days	100%	100%

Repairs		
Indicator	Target	Our Performance
Critical repairs carried out within 2 days	90%	100%
Remaining critical repairs carried out within 4 days	100%	100%
Non-critical repairs carried out within 11 working days	90%	100%
Remaining non-critical repairs carried out within 16 working days	100%	100%

Call Handling		
Indicator	Target	Our Performance
Calls answered within 1 minute	98.50%	98.20%
Calls answered within 3 minutes	99%	99.82%

Our performance cont...

Responding to a call where a Mobile Support Officer is required to attend		
Indicator	Target	Our Performance
Attending an address within 45 minutes of a call	90%	93.21%
Attending remaining addresses within 60 minutes	100%	100%

Complaint handling		
Indicator	Target	Our Performance
Number of complaints received (Formal Written Complaints)	6	
Acknowledgement of complaint sent to complainant within 5 working days	100%	100%
Response to complaint sent to complainant within 20 days	100%	100%

Service User satisfaction						
Indicator	Target	Service Quality	Speed of Response	Staff helpful	Good Value	Overall
Satisfaction with installation service	90%	100%	100%	100%	100%	100%
Satisfaction with monitoring service	90%	97.4%	96.10%	98%	98.7%	97.55%
Satisfaction with response service	90%	90.60%	90.30%	90.30%	90.60%	90.45%

Consumer involvement

To ensure we keep abreast of our Service Users' needs, both current and future, we meet with the Tendring District Council Tenants Panel and Sheltered Housing Panel on a regular basis. We also meet with the Older Persons Team. These meetings give us formal settings for discussions that can range from technological advances and current performance statistics, to more personal observations such as the dress and demeanour of the Careline team. Such meetings are vital and give us an insight into the public perception of our brand and inform how we develop our service.

2017/18 Highlights

New Customers – It was a very busy year for Careline, winning further contracts, which helps keep the cost down for Tendring residents. During the year we took on over 200 new Service Users from Basildon, also started providing services to a sheltered housing scheme in Buckhurst Hill, and won out-of-hours contracts with both Rochford District Council and Lea Valley Parks. This year is shaping up to be just as hectic with the focus more on new digital technology.

Lifting Service – In August 2017 Tendring Careline started its' own Lifting Service whereby any Service User that has fallen but is unhurt can be 'lifted' by our trained Officers, using the latest equipment. Although this service is not yet 24 hours a day, we safely performed 355 lifts by the end of March 2018 getting people back on their feet more quickly than waiting for an ambulance. This also takes some pressure off their service. Further recruitment is underway to cover all shifts.



Statistics (keeping you safe). – Here is just an illustration of how we spend our days at Careline:

Calls: We deal with 17,000 calls every 28 days (12,000 incoming and 5,000 outgoing).

Ambulances: We called 1094 ambulance during the year.

Fire Brigade: We called out the fire service 43 time and the Police 46 times.

No Response: We attended 3350 calls where the Careline alarm had triggered but we couldn't make contact with the Service User.



Code of Practice
Platinum Accredited
Organisation

Platinum Accreditation - Lastly, as you have come to expect, Tendring Careline again was awarded Platinum Accreditation in all eight standards that we are judged against by the TSA. Our team are a credit to the service we are proud to serve our customers well.

What our Service Users say...

Thank you to the nice young man that helped us when we had fallen. His help & care was much appreciated. SU 1607.

I wish to offer thanks to Careline for helping me when I had breathing difficulties and had to be taken to hospital. SU 349

Thank you for the help you gave me after my accident where I received a gashed leg. Within half an hour I was whisked off to hospital and my leg is on the mend. Mrs J

I would like to thank the staff at Careline for being a reliable and professional service provider. Mrs N.

Your Careline Operator was so polite and my Gran was really impressed. Ms P.

Your Assessor was fantastic and could not have been more helpful. Mrs R.

It was very reassuring to have Careline whilst my husband was ill. Mrs B.

The Future



The focus this year will be new **digital technology**. The Government have announced that in 2025 the analogue telephone signal will be turned off. By that time Careline will have to have migrated all Service Users over to digital equipment. To that end we have begun working with manufactures and suppliers in order to have a viable solution, such as the Acticheck equipment (shown opposite). Watch this space (no pun intended) – We shall be in touch in due course.

New Website – Careline will shortly announce a new website. This will be packed with useful information regarding equipment and the types of people we can help to stay independently in their homes for longer. This will compliment both our Facebook and Twitter pages and will include blogs, latest news, and links to telecare events.

Conferences – Careline will be attending a number of conferences this year in order to stay abreast of the latest technology and learn from best practice. You will see us at the Health + Care show in London in June and the TSA Annual Conference in Birmingham in October.



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Other Plans– During the year we will be replacing all of our vans, so look out for these in the district. We will also be replacing the computer system which will allow Careline to go paperless. Other than this we will be investing in our staffing, ensuring we have the right number of officers, with right skills, in order to achieve the right outcomes for Service Users and their families.



A selection of pictures from around Tendring district. Can you tell where they are?

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