

BR24 ANNUAL REPORT

2009 -2010

Bield Response 24, 18 Castlebank Gardens, Munro PLACE, Anniesland, Glasgow, G13 2BG

Registered Office, Bield Housing Association, 79 Hopetoun Street, Edinburgh, EH8 7AN,
Scottish Charity SC006878



Introduction

It has been a busy year for the team at Response24. There has been major investment in the service through refurbishment and substantial investment in ICT and the Call Handling Equipment.

We carried out a Best Value Review of the Service to help us plan for the future. The results of the review are very positive providing a good foundation for us to build upon in the coming years.

We implemented an action plan following an Audit by TSA IN November 2008.

We further developed surveys of our customers. From June 2010 we will survey a sample of customers who use our service. These quality assurance measures will help us to gain an improved picture of the service we are delivering and help us to make improvements.

Other improvements include the introduction of a new invoicing package making the process more streamlined. An upgrade to the non call handling telephone system means we now have quicker links to schemes and offices

A new lone worker system was piloted and this is now live. Bield lone workers such as Flexicare Staff, Assessment Officers, Housing and Property Officers now have a more secure working environment.

Throughout all this change we maintained an excellent service to our customers.

We look forward to the year ahead and the challenges of improving and expanding the services we deliver.

Notable events

It has been a year of change and investment.

We have introduced more robust and structured cabling within our office to allow us to link to more advanced technology.

We have undertaken refurbishment of our offices to ensure we have a working environment to meet our business needs and provide staff with a comfortable working environment.

Our telecom system has been upgraded enabling us to have internal links to all our schemes, projects and offices.

A new invoice and billing system will make it easier to monitor our payments.

Our call handling system was upgraded with significant investment and a new uninterrupted power supply will ensure we can operate if our power supply is interrupted.

A new service has been developed to ensure Bield employees who work alone are safe. This service can be offered to other customers who feel their lone workers may be at risk.

Additions to our system include a new Voice Recorder Play back facility. A Global Positioning System has been introduced; this is a tracking system to locate people's whereabouts. We have also introduced SMS- Short Message Service (texting)

Our investment in technology has enabled remote integration with other systems. This is a real achievement and a benefit to Br24 and Inverclyde Council.

Working in partnership with our clients is an integral part of our monitoring service. We have developed new partnerships this year with Edinburgh City Council.

Best Value Review 2009

This year we carried out a Best value Review. The findings were very positive about the current operation of the service and confirm the importance placed on the service within Bield.

The key findings from the review show:

- BR24 is a well run service, delivering a person centred, quality service, which is greatly valued by its clients.
- BR24 is the only provider in Scotland to be accredited by both TSA and SSAIB.
- Since 2007, the service had been affected by a number of factors which has impacted on the profitability of the service which, until 2008, was regarded as a financially viable service. The main issue was a loss of external clients during 2007 to reduce non charitable activities. Full consideration by the Management Group, Committees and the Board of Management was given to measures which could be taken to reduce operational costs. All were in agreement that any changes to the service would impact on the excellent service provided by BR24 and that alternative solutions should be sought.
- The review noted the infrastructure of BR24 could support up to 6 operators per shift which could increase the capacity of BR24 to handle a larger volume of calls without requiring significant capital investment. An area identified was the potential to expand BR24's role internally as a centralised call handling service for Bield. This was not explored widely within the review but may be an area for consideration in the future.
- There is fierce competition within the community alarm market, however there are a number of potential business opportunities for BR24 arising from demographic and technological changes. However due to restrictions placed on BR24 due to its charitable status, BR24 are unable to either move into these new business areas or to increase the volume of existing business areas due to these restrictions. This is another area for future consideration.

Audit Feedback

Our last Audit took place in November 2008. The next Audit will take place in June 2010. The date was revised to accommodate the upgrade of our new call handling equipment.

The outcome of the Audit was very pleasing. An action plan was developed to incorporate the areas for action.

Call Handling Response times gave no cause for concern and no action was required in this area.

Areas for action include:

- Some amendments to Policies to ensure date of review is recorded accurately
- Minor amend to Service User Contract to incorporate service user obligations and consent re: data processing (this is currently in other documentation)
- Confirmation of Risk Assessment for Generator area
- Review of battery life for individual alarm units

Overall this was a positive audit, demonstrating controls in all the key areas.

Performance 2009 - 2010

- **Links**

This year we exceeded our target for the number of links to our call centre. 47% of our clients link to the Community Alarm Service. 51% of clients receive an out of hours repairs service with the remaining 2% receiving tailor made services such as daily contact and fire alarm links.

Links 2009-2010	Q1	Q2	Q3	Q4	Target	% Achievement
Community Alarm	10,596	9,931	10,339	10,345	10,367	99%
Other Links	11,532	11,629	11,638	11,638	11,530	100%
Overall Total	22,128	21,560	21,818	21,983	21,897	99%

- **Calls**

Our call acceptance times are shown in the table below. During the last quarter BR24 processed an average of 1200 calls per day. The Telecare Services Association (TSA) has targets for response times for incoming calls.

We work hard to achieve the targets set by the TSA and we managed to exceed Call Acceptance targets throughout the year.

Total Calls	Call Acceptance Time (30 secs)*	Call Acceptance Time (60 secs)*
Q1 – 108,151	98.34%	99.91%
Q2 – 105,292	98.16%	99.91%
Q3 – 131,899	97.97%	99.83%
Q4 – 110,945	98.32%	99.92%

*Call acceptance targets were revised during the year. *Q1 Targets: 80% in 30 seconds & 96.5 in 60 seconds. *Q2-Q4 Targets: 97.5% in 60 seconds & 98% in 180 seconds*

- **Line usage**

Monitoring of line usage is important. This tells us how much spare capacity we have. The table below shows our line usage rarely exceeds 30%. An exception to this was Quarter 2 with line usage on Tunstall lines at 35.75%. Monitoring line usage allows us to plan for the future.

Line usage Telecare	Line usage Tunstall	Quality Control
22.85%	23.99%	100%
27.20%	35.75%	100%
12.48%	27.35%	100%
18.29%	27.19%	100%

- **Installations**

We met our target for the installation of Individual Personal Alarm Units. This service is offered to vulnerable people living on their own in the community. It provides a lifeline and peace of mind for individuals and their families knowing help is a call away.

Target	Q1	Q2	Q3	Q4
90% Urgent within 2 days				
100% Urgent within 5 days				
90% Non-urgent within 15 days	100%	100%	100%	100%
100% Non-urgent within 20 days				

- **Repairs service**

More than half of our customers receive an out of hours repairs service. We fully met the targets for responding to all calls made via this service.

Target	Q1	Q2	Q3	Q4
90% Critical 48hrs				
100% Critical 96hrs				
90% Non-critical 10 wk days	100%	100%	100%	100%
100% Non-critical 15 wk days				

- **Service User Satisfaction 2009-2010**

We survey all individual personal alarm customers. The results are very pleasing. Obviously we aim to reach 100% in all areas. In the coming year we will be introducing surveys to customers who use the Community Alarm Service.

The surveys will provide us with valuable feedback that will help us to make improvements to the services we provide.

Survey Results	Service Quality	Speed of Response	Staff Helpful	User Friendly	Good Value	Complaint Response
Installation	100%	100%	100%	89%	100%	-
Monitoring *	94%	95%	90%	98%	95%	-

*2007 survey results

- **Arrears / debts**

Our performance in terms of arrears and bad debts is good. The introduction of a new invoicing system will help us to be more efficient

Write off as a % of income	Q1	Q2	Q3	Q4	Target (Annual)
	0.02%	0.17%	0.18%	0.11%	0.3%
Arrears as a % of income	Q1	Q2	Q3	Q4	Target
	1.6%	1%	0%	0.7%	1%

- **Complaints – 2009-2010**

We are delighted to report that we did not receive any complaints during the course of the year. Obviously we cannot be complacent however this is very reassuring to know that despite a hectic year our staff have delivered a service that are customers are happy with.

The year ahead



The significant investment of the last year has provided strong foundations for us to continue our existing services and look for new challenges and improving existing services.

Investment in technology is a not our only major investment. We invest heavily in our staff team to ensure they are fully trained and supported to carry out their demanding role.

We are lucky to have a dedicated staff team and the hectic last year

Key Staff and Contacts

Fiona Millar	Assistant Director Housing Services
Sharon Ewen	BR24 Manager
Maureen Richardson	Deputy Manager (Development)
Catherine Cullen	Deputy Manager (Operations)
Margaret Cairney	Assistant Manager

<p>Bield Response 24, 18 Castlebank Gardens, Munro Place, Annie'sland, Glasgow, G13 2BG</p> <p>Tel: 0141 950 1025</p> <p>Email: info@bield.co.uk</p>	 <p>The logo for Bield Response24 features the word "BIELD" in a large, bold, black sans-serif font. Below it, "RESPONSE24" is written in a smaller, black sans-serif font. A thick, black, curved line sweeps from the right side of the text, curving downwards and then back up towards the right, resembling a stylized 'D' or a protective shield.</p>
	 <p>The logo for TSA Premium Member features the lowercase letters "tsa" in a teal, rounded sans-serif font. Below this, the words "Premium Member" are written in a smaller teal font, followed by the text "Code compliant in all services provided" in an even smaller teal font.</p>