



BIELD RESPONSE 24
ANNUAL REPORT 2015-16

 **BIELD**
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Key Contacts at BR24

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

If you would like to find out more about any area of our work then please do not hesitate to contact Maureen Richardson, telephone 0141 950 1025.

Telephones

We upgraded our telephone system to ISDN30 which is a high performance voice and data service for businesses. This gives BR24 more capacity to increase our line usage and makes the communication via our telephone system crystal clear.

This allows us to grow our business and have the latest digital technology. It allows us to have unlimited direct dial in telephone numbers for our corporate customer base and a faster data transfer for all of our customers.

New Business

As well as providing a community alarm service to Bield's developments, the team at BR24 work in partnership with a number of organisations.

We would like to welcome **Cloch Housing Association** and **Cordale Housing Association** who joined us for their Out of Hours Emergency Repairs Service.



"As part of our reactive repairs service review **Cloch Housing Association** identified an area for improvement to make it easier for our residents to be able to report out of hours emergency repairs. We carried out a cost comparison exercise with similar service providers. BR24 were the most economically advantageous provider, and from December 2015 they began taking calls and instructing our out of hours emergency repairs to contractors.

The main advantage is that our residents now have an effective 'one stop' process for reporting repairs. Cloch also have the advantage of receiving next day update reports from BR24 which allows us to be responsive on the next working day to address any issues arising."

Paul McColgan, Property Services Manager



"**Cordale** have been working in partnership with BR24 for approximately 6 months now and I can state, even at this early stage, that the service provided is second to none.

The professional and efficient service we have experienced is such a reassuring protection to both the Association and to all our tenants that we would highly recommend them to all.

Knowing that all affected parties are protected and covered within the facility provided really is so refreshing and comforting, I really cannot rate BR24 highly enough."

Alec Drain, Maintenance Officer

More recently, we were thrilled to successfully secure the contract to provide a call handling service for **Inverclyde Council's** Community Alarm / Telecare Service.

We provided a service to Inverclyde prior to 2013 and we're delighted to resume this partnership.

Successful outcomes are what really matters when dealing with clients in a crisis or time of need and we look forward to working with Inverclyde to provide an effective and personal response service.

The team have already received complimentary feedback. Karen Todd, Team Leader is pictured on the day the service with Inverclyde resumed.



Key Performance Indicators

Monitoring Calls

Our calls and performance are monitored and targets are set by the Telecare Services Association who audit BR24 on an annual basis. Our performance is listed below:

Total Calls	Call Acceptance Target 60 secs - 97.5% 2015-16	Call Acceptance Target 60 secs - 97.5% 2014-15	Call Acceptance Target 180 secs - 99% 2015-16	Call Acceptance Target 180 secs - 99% 2014-15
Q1 159,948	98.37%	98.18%	99.90%	99.85%
Q2 162,552	98.55%	98.11%	99.87%	99.80%
Q3 160,390	97.92%	98.39%	89.40%	99.89%
Q4 162,475	97.64%	98.78%	99.93%	99.93%

The average number of calls per day is **1,768**.

We answered a total of **645,365** during the year.

On average **98.12%** of our calls were answered in one minute and **99.83%** were answered within 3 minutes.

Installations

We met our target of installing Personal Alarm units to vulnerable / older people living in their own homes, **100% within 15 days**. Our service provides re-assurance not only for our customers but for their friends and family.

Out of Hours Repairs Service

Our Out of Hours Repair service provides organisations with an emergency repair service for their residents to call BR24 outwith office hours, at the weekends and on Public Holidays. BR24 pass the call to the contractor and advise the organisation the next working days of any calls that we have dealt with.

We have **21,049** residents connected to this service from **12** organisations all over Scotland.

During the year we answered **7,802** calls for this service alone, an average of **650** per month.

This service has seen an additional **2** new organisations joining us, and our call volume and links have increased over this year.

Key Performance Indicators

Arrears and Write Offs

Our arrears target is 1% and we achieved this at 0.3%.

Our write off as a % of our external income was set at 0.10% our target was 0%.

Complaints

BR24 received 10 complaints during this year, all complainants were satisfied with the outcome of their complaint.

TSA Audit

We had an audit by the TSA in February and retained their Accreditation. The auditor's observation notes include.

Observed Good Practice:

"Notable good practice in this area, accurate training logs, maintained and easily tracked (using email and voting options) as being delivered on schedule and as required.

Excellent quality assurance practices evidenced".



Customer Satisfaction Survey

In November 2015 we carried out a survey of our individual customers who have a personal alarm connection to BR24.

The survey was sent to 139 customers and we received a response back from 56.

Below are the results.

1	How satisfied were you with how quickly your call was answered?		
	Very satisfied or satisfied	Dissatisfied or very dissatisfied	Don't know
	96%	2%	2%

2	Do you think BR24 represents value for money?		
	Very or Fairly Good	Fairly or Very Poor	Don't know
	96%	0%	4%

3	How satisfied were you with the speed of the response?		
	Very or Fairly Satisfied	Neither/Nor	Fairly or Very Dissatisfied
	96%	2%	0%
			Not applicable
			2%

4	How satisfied were you with the helpfulness of the staff?		
	Very or Fairly Satisfied	Neither/Nor	Fairly or Very Dissatisfied
	94%	2%	2%
			Not applicable
			2%

5	How satisfied are you with the overall quality of the service?		
	Very or Fairly Satisfied	Neither/Nor	Fairly or Very Dissatisfied
	94%	2%	0%
			Not applicable
			4%

6	Would you recommend the service to others?		
	Yes	No	Don't Know
	92%	2%	6%

Customer Satisfaction Survey

On the survey we asked for feedback on improving the service, here are some of the responses:

Comment : Perhaps Bield could offer alternative provision packages which would increase the possible client base.



Response : BR24 are currently looking at what is available for our client base and working with the manufacturers to provide guidelines for our customers.

Comment : Someone should call or phone each week.



Response : BR24 have introduced a Sure Call service where people can have a call each day to check if they are alright.

Comment : Personal contact is needed.



Response : BR24 do not have a responder service, we rely on family or friends to assist. In some areas we do have the facility to contact a responder service, this is something that the individual needs to set up.

Thank you

It's always lovely to get a thank you from the staff, customers or families that we deal with on a day to day basis. For someone to take the time to contact us is something that we really appreciate and we always make sure the Emergency Call Advisors involved are aware that their help has been acknowledged.

Below are some of the comments we have received:

- ★ "Margaret called to express her thanks and to advise how wonderful the service was in dealing with her daughters call last night"
- ★ "David's family would like to thank you for your assistance and said the service they received was first class and the call advisor was brilliant"
- ★ "I would like to thank the operator last night for her excellent service, I was most impressed with the way she dealt with my call"
- ★ "we would like to thank the BR4 team for their help and professionalism, We felt they received more help from yourselves than they did the emergency services operator"

The Annual Report of Bield Housing & Care is now available, it also contains information about the work of BR24 over the last year, please visit the resources section of our website www.bield.co.uk.

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