



Community Care Alarm Service

Annual Report 2010/11

This report shows you how we are performing against the service standards and targets we set for April 2010 to the end of March 2011.

These standards and targets were set after consultation with customers of both the Community Care Alarm Service and the Sheltered Housing Service (part of CCAS).

Performance
You Said, We Did
Budget 2010/11



Recognised by the Telcare Services Association
as complying with its Code of Practice
Parts One, Two and Three



CUSTOMER SERVICE EXCELLENCE

Performance

One of the ways in which we measure our performance is against the targets set out in our service standards, which are designed to be challenging so that we can push for the highest levels of customer service possible.

Service Standard	Performance against targets
<p>We will answer 98.5% of calls within one minute</p>	<p>April 2010 - March 2011</p> <p>We answered 98.71% of calls within one minute, exceeding our target of 98.5%.</p> <ul style="list-style-type: none"> ● We answered 96.0% of calls within just 30 seconds, which is faster than our target time of one minute ● Freezing conditions this winter meant we received a significant increase in calls, which made it more challenging to hit our targets
<p>In an emergency, our Mobile Wardens aim to be with customers within 30 minutes for 95% of all alarm calls.</p> <p>The national standard required for TSA accreditation is 60 minutes. CCAS has its own target of 30 minutes.</p>	<p>Our Mobile Wardens reached 96.5% of call-outs within 30 minutes</p> <ul style="list-style-type: none"> ● 100% of call-outs were reached within 60 minutes ● We received significantly more call outs this winter due to freezing conditions. Although this made it difficult for our Mobile Wardens to hit this target, we managed to exceed it!
<p>We will complete either a data check or a support plan with you depending on your needs.</p> <p>We will do this once during 2010/11, so that the information we use to provide your services is correct and up to date.</p>	<p>For customers using our telecare sensors we achieved 100% completion of Support Plans for 2010/11</p>

Performance against Sheltered Housing Service Standards

We also have targets and service standards for our Sheltered Housing Service. The call times in sheltered housing form part of our data for Community Care Alarm Service call times.

Service Standard	Performance against targets
We will answer 98.5% of calls within one minute.	We answered 98.71% of calls within one minute, which took us above our target of 98.5% .
Your sheltered housing officer will complete a support plan with you once a year, and will review your support plan after six months.	We reviewed 100% of support plans for 970 sheltered housing tenants.
We will reduce the number of empty properties in sheltered housing schemes by 5% .	Our target meant we were aiming to reduce the number of empty properties to 50 . We reduced the number to 25 , over 4 times better than our target!
We will reduce missed rent payments for current tenancies in our sheltered schemes by 10%	We reduced missed rent payments from £23,288.13 to £17,394.27; a reduction of 25% , which is a further 15% above our target.

Compliments, complaints and comments

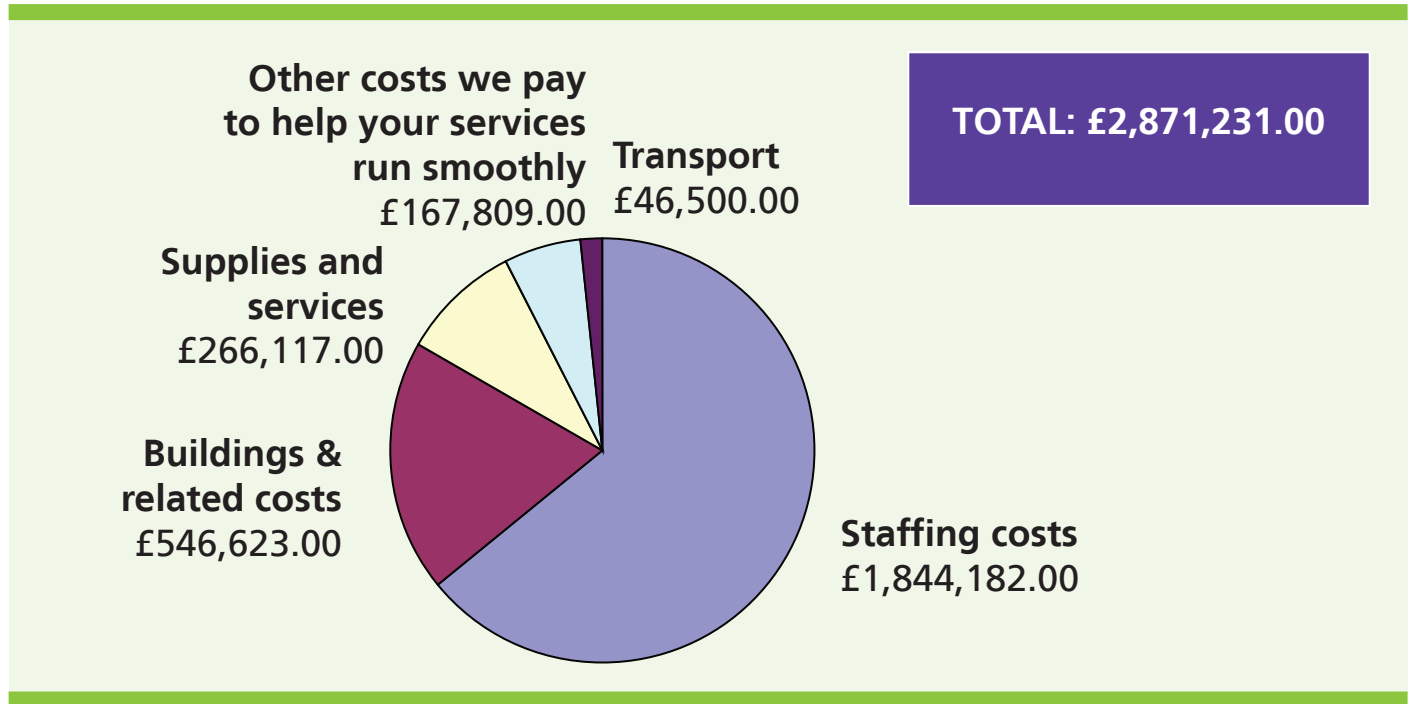
We use compliments, complaints and comments to improve our service. This might be giving our staff more guidance, updating our work procedures or improving service delivery.

Last year we received 3 formal complaints, of which 1 was upheld.

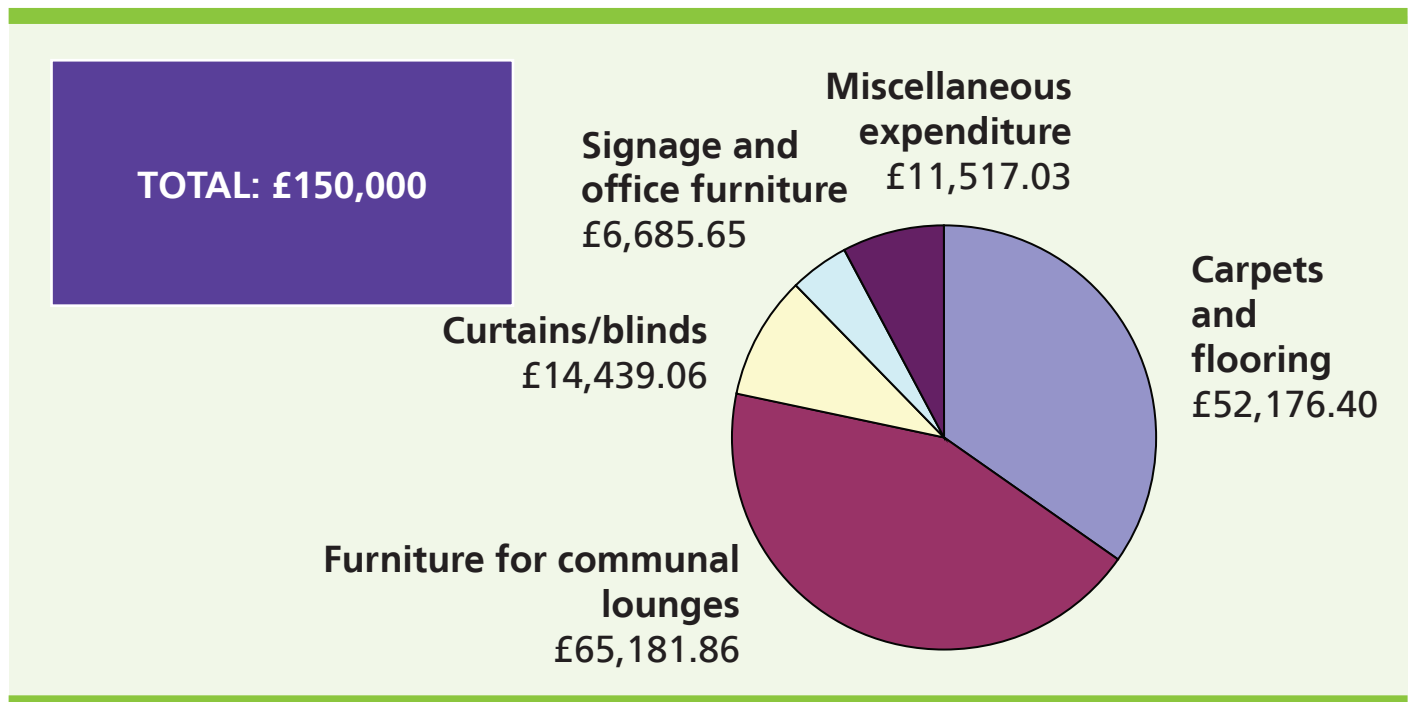
If you want to make a compliment, complaint or comment, please call 0191 278 8699 or write to: **Your Homes Newcastle, YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX**

Budget spent 2010/11

Community Care Alarm Service (including mobile wardens, CCAS office and sheltered housing)



Sheltered housing furnishings



You said

We did

After we sent you our last newsletter, we collected the survey responses. Here's what you said, and how we responded to each request:

<p>"Call customers before visiting (e.g. planned visits) so the customer knows who is coming"</p>	<p>We now call customers before planned visits.</p>
<p>"Make email contact available, especially for younger customers"</p>	<p>We've checked our website, letterhead, leaflets and newsletter to make sure our email address is as visible as possible.</p>
<p>"Offer additional services such as shopping and cleaning for customers with no family or</p>	<p>As part of our service review, we are considering a more flexible menu of services which will allow us to include new services like shopping and cleaning in future - we'll give you a chance to have your say about this nearer the time.</p>
<p>"We'd like to read more about people living in their own homes, not just sheltered</p>	<p>We have lots of good news stories from our sheltered housing schemes because there's so much going on! As always, any of our customers can share interesting news by contacting us by phone, email or letter. In addition we have asked our mobile staff to tell us any positive or interesting news from people in their own</p>

Other comments we received:

"Your booklet was good reading. I look forward to the next one when its due! Very pleased with my alarm and feel safe knowing there's someone to help me"

"All I can say is the staff do their best to help everyone the best they can"

"Great service, having called you out during the night to be helped off the floor after falling"

"I have had the alarm 16 years. I have called the alarm 3 times; I am now 87 yrs of age and live alone - the alarm gives me some security as I can ask for help if I need it"

Service Targets for 2011/12

- We will answer 98.5% of all alarm calls within one minute
- We aim to be with customers within 30 minutes for 90% of all alarm calls.
- We will complete either a 'data check' or a support plan with you depending on your needs, so that the information we use to provide your services is correct and up to date.
- If you live in one of our sheltered housing schemes: We will complete a support plan with you once a year, and will review your support plan after six months.

Community Care Alarm Compact

The Community Care Alarm Service has developed a compact or agreement between itself and its customers.

The service specific agreement tells customers:

- What services they can expect
- What the performance standards are
- How we will involve them in helping to improve our services
- How to contact relevant staff

The Compact meets on a quarterly basis and gives everyone a chance to be involved and participate in service provision and service performance.

Attendees are paid expenses for attending the meetings.

Future Plans – Flexible Service Model

During 2011/12 we plan to scope out opportunities available to our customers by providing a 'Floating Support'/Flexible Services model to people over the age of 60 living in Newcastle, regardless of their tenure.

We will develop and deliver a 6 month floating support pilot for people over the ages of 60 based around Westerhope, Fawdon and Heaton where there are known to be lots of older people within a serviceable distance.

This project will:

- Offer the same level/type of support that current YHN sheltered tenants receive to members of the community living in their own homes
- Use customer insight to test and develop a flexible services model
- Map out gaps in service provision for older people with a view to look a future service development