

Providing a caring, professional service, offering assistance and reassurance 24 hours a day, every day of the year

2017/18

Careline

Annual Report

Information about our aims and objectives, service standards, performance, future service direction and achievements



Certified Organisation

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Careline Annual Report 2017/18



Introduction

Careline provides a 24-hour technology enabled service dedicated to providing high quality, affordable services that are inclusive, needs led and accessible to all, irrespective of housing tenure for Birmingham City Council.

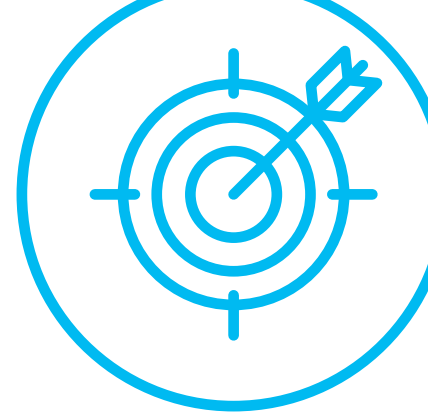
The service enables people to live independently at home for as long as possible with or without additional care packages and provides support and reassurance for their family, friends and carers. We are committed to providing the best service possible and look forward to providing an even higher level of service next year.

Within this report you will find information about our:

- Mission statement.
- Aims and objectives.
- Service standards.
- Performance and results of the customer survey.
- Achievements and service.
- Information on Safeguarding.
- User led/future service direction.

“
TOTAL CALLS
RECEIVED
FOR THE
YEAR:
320,828.”

Mission statement

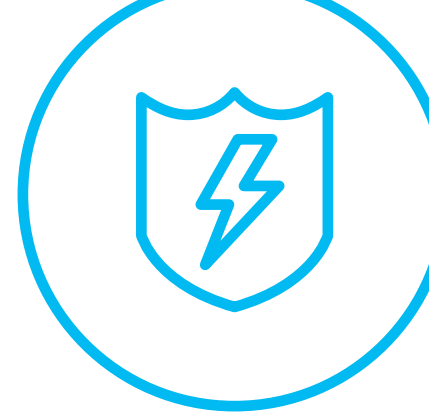


To provide a caring, professional service, offering assistance and reassurance 24 hours a day, every day of the year.

Aims and objectives

- Provide the best service.
- Raise awareness of technology enabled care amongst health, housing and social care workers.
- Provide advice, training and consultation.

Service standards



These are the standards you can expect from our service. We aim to:

- Provide a service 24 hours a day, 365 days a year.
- Answer 97.5% of all calls within one minute and 99% of all call within three minutes.
- Fit urgently required alarms within five working days.
- Fit all other alarms within 20 working days.
- respond to critical equipment faults within 96 hours of the fault being reported.
- Respond to non-critical equipment faults within 15 working days of the fault being reported.
- Provide information about the service in a way that is easy to understand.
- Provide information in a variety of formats so that it is accessible to all.
- Assess the individual needs of prospective customers and recommend the most suitable alarm and pendant.
- Make sure our staff always wear the correct uniform and carry an identity card.
- Provide information on other services that you may benefit from.



**AVERAGE
OF: 878
CALLS
PER DAY.**

Performance



Birmingham City Council Careline is a nationally recognised TSA provider, meeting annual key performance indicators. Although the past year we have found it harder than usual to meet our KPI's. Due to our highly motivated, trained and committed staff, we have been able to maintain a high quality standard working towards achieving the person centred outcomes for our customers.

As well as meeting targets our as a whole for responding to calls and high levels of satisfaction amongst service users, our achievements also include:

We currently have 15,000 connections with a large increase coming from taking on new customers with our new contract with Adult Social Care and Health. We offer our services to a plethora of users including Adult Social Care & Health, Birmingham City Council tenants, Various Housing Associations, as well as our individual owner occupier customers.

Between 1st of April 2017 and 31st of March 2018 we:

- Responded to 196,087 alarm calls. (Increase of 38,634 from previous year.)
- A total of 320,828 calls answered. (Includes support officer calls, door entries and telephone calls.)
- Average call response time of 9.69 seconds.
- 97.43% of calls were answered within one minute.
- 99.85% of calls were answered within three minutes.
- The TSA key performance indicators (KPI) state that as a service provider we need to achieve 97.5% of calls answered within one minute and 99% of calls to be answered within three minutes. Unfortunately we have just fallen short of our one minute goal and an update to this is included in the "Trials and Tribulations" section of this report.

“
I AM ALWAYS
COMPLETELY
SATISFIED.
THE STAFF
ARE ALWAYS
VERY
REASSURING
& HELPFUL,
THEY KEEP ME
CALM UNTIL
ASSISTANCE
ARRIVES.”

(Calls that take more than three minutes to answer are investigated. All of the calls that took longer than three minutes to answer were all non-emergency calls e.g. Door entry systems or faults.)

Key Performance Indicators (KPIs)



Call handling response – Monthly

Month	Number of calls received (without, on/off sites, door entry and vox)	% of calls handled in under one minute	% of calls handled in under three minutes
Apr 17	13,740	97.70	99.81
May 17	14,608	96.83	99.61
Jun 17	14,829	97.75	99.85
Jul 17	15,619	97.43	99.92
Aug 17	15,907	97.50	99.92
Sep 17	16,081	97.10	99.86
Oct 17	17,945	97.22	99.84
Nov 17	18,421	97.13	99.85
Dec 17	17,802	97.80	99.85
Jan 18	18,450	97.29	99.88
Feb 18	16,217	97.77	99.91
Mar 18	16,468	97.50	99.88
Total:	196,087	97.43	99.85

“ KNOWING YOU’RE THERE HAS GIVEN ME PEACE. IF I NEED HELP YOU ARE THERE.”

KPIs continued...

Non-urgent installs and repairs – Monthly

(% completed within TSA guidelines)

Month	Installs	Repairs
Apr 17	66 (98.5%)	51 (98.04%)
May 17	67 (100%)	17 (100%)
Jun 17	60 (100%)	64 (95.31%)
Jul 17	35 (100%)	36 (97.22%)
Aug 17	68 (100%)	44 (97.72%)
Sep 17	91 (100%)	58 (98.28%)
Oct 17	130 (100%)	37 (100%)
Nov 17	68 (100%)	34 (100%)
Dec 17	27 (100%)	32 (100%)
Jan 18	68 (100%)	54 (100%)
Feb 18	39 (100%)	46 (100%)
Mar 18	58 (100%)	28 (100%)
Total:	777 (99.75%)	501 (98.88%)

 THE CARELINE INSTALLER IS
A CREDIT TO THIS SERVICE.

KPIs continued...

Urgent installs and critical repairs – Monthly (% completed within TSA guidelines)

Month	Installs	Repairs
Apr 17	6 (100%)	0
May 17	3 (100%)	2 (100%)
Jun 17	7 (100%)	2 (100%)
Jul 17	3 (100%)	2 (100%)
Aug 17	3 (100%)	5 (100%)
Sep 17	2 (100%)	8 (100%)
Oct 17	5 (100%)	2 (100%)
Nov 17	4 (100%)	3 (100%)
Dec 17	3 (100%)	3 (100%)
Jan 18	0	9 (100%)
Feb 18	2 (100%)	3 (100%)
Mar 18	1 (100%)	3 (100%)
Total:	39 (100%)	42 (100%)

“ I THINK YOU DO AN EXCELLENT JOB FOR A VERY REASONABLE RATE.



Customer satisfaction survey results*

1. Have you used the Careline alarm in the last six months?

A. To test the alarm	148
B. After a fall	14
C. Activated by mistake	57
D. To report a fault or repair	22
E. Required medical assistance	41
F. Not used the alarm	16
G. Don't know	2

2. Did you activate the alarm by:

A. Pressing your pendant	136
B. Pressing the red button on your Careline alarm	40
C. Pulling the cord	31

3a. If you have used your Careline alarm in the last six months, how satisfied or dissatisfied were you with the following aspects of how your call was handled? The time taken to answer your call?

A. Very satisfied	122
B. Fairly satisfied	42
C. Neither satisfied nor dissatisfied	21
D. Fairly dissatisfied	2
E. Very dissatisfied	3

3b. How helpful was the officer?

A. Very satisfied	137
B. Fairly satisfied	31
C. Neither satisfied nor dissatisfied	18
D. Fairly dissatisfied	1
E. Very dissatisfied	1

3c. How polite and courteous was the officer?

A. Very satisfied	148
B. Fairly satisfied	24
C. Neither satisfied nor dissatisfied	19
D. Fairly dissatisfied	0
E. Very dissatisfied	1

3d. How sympathetic was the officer to your needs?

A. Very satisfied	127
B. Fairly satisfied	28
C. Neither satisfied nor dissatisfied	27
D. Fairly dissatisfied	1
E. Very dissatisfied	1

4. If you have activated your alarm for assistance within the last six months, how satisfied or dissatisfied were you with how the officer kept you informed of the actions they were taking on your behalf?

A. Very satisfied	82
B. Fairly satisfied	22
C. Neither satisfied nor dissatisfied	17
D. Fairly dissatisfied	0
E. Very dissatisfied	0

5. To what extent do you agree or disagree that the Careline service represents value for money?

A. Very satisfied	124
B. Fairly satisfied	48
C. Neither satisfied nor dissatisfied	19
D. Fairly dissatisfied	7
E. Very dissatisfied	1

6. Overall, how satisfied or dissatisfied are you with the quality of the Careline service?

A. Very satisfied	143
B. Fairly satisfied	46
C. Neither satisfied nor dissatisfied	8
D. Fairly dissatisfied	0
E. Very dissatisfied	1

* From 201 people surveyed

Our achievements in 2017/18



- This has been another busy year for Careline. During 2017/2018 the service answered and dealt with 320,828 calls, around 878 calls each day.
- We are very proud to announce that we have maintained accreditation to the Telecare Services Association for the ninth year running.
- We have had an ongoing partnership with Adult, Social Care & Health and are near to completion of having all existing telecare customers transferred to Careline.
- Introduced a new range of additional equipment for existing service users to purchase if they feel they need it.
- Recruited to all vacancies within Careline as well as creating a new supervisory post which has also been filled.



I AM REGISTERED PROFOUNDLY DEAF AND YOU HAVE PUT IT ON YOUR RECORDS. YOUR STAFF HAVE THE PATIENCE TO SPEAK SLOWLY AND CLEARLY. ALWAYS BEING EXTREMELY HELPFUL TO MAKE SURE I KNOW WHAT'S GOING ON.



I HAVE NO CARING NEIGHBOURS, RELATIVES OR VISITORS. CARELINE IS MY LIFELINE TO HELP IN THE KNOWLEDGE IT'S JUST A BUTTON PRESS AWAY! THE CONFIDENCE PROVIDED, HELPS ME IN REBUILDING A NEW SOCIAL LIFE AND MAKING NEW FRIENDS.



Trials and tribulations

As shown on page six, Careline was just shy of reaching our target of 97.5% for calls answered within 60 seconds. The past year, we at Careline believe there a few contributing factors that have had a major impact on our KPI's.

Firstly, Some Telecare customers originally meeting the criteria for a funded service were advised that following a review of their care package they would no longer qualify for a Birmingham City Council funded Telecare package.

These customers were given an option to self fund and sign posted to other service providers or to end the service and return their equipment. A large quantity of these service users made the decision to join Careline. For a while, we were receiving many calls with requests for application forms and queries for the service.

“
APPROX.
15,000
CLIENTS.”

Secondly, following a review of the charges for Careline and rationalising the charging structure, all customers including Sheltered Housing tenants were advised that there would be a charge for the Careline service. Since last July we have been inundated with a number concerns regarding the charges and this is still ongoing.

Thirdly, Careline is not just in the business of Social and Telecare alarms. Careline also provides out of hours services for both The emergency homeless service and monitor the lifts for trappings and faults. In recent years the rate of homelessness has drastically risen and we have seen new legislation introduced (Homeless Reduction Act 2018). With the increase of homelessness, the calls for emergency has also increased.

All of the telephone calls that come through to Careline are answered by the very same operators that also answer Careline emergency alarm calls.

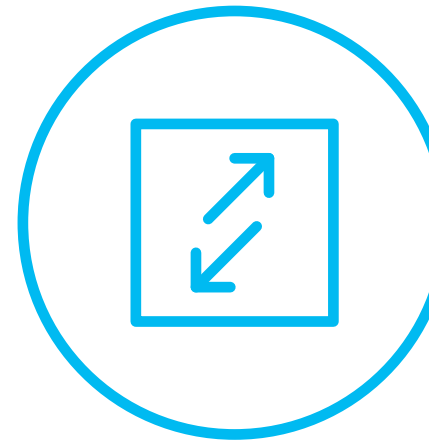
Test your alarm



Don't forget, it is important that you test your alarm unit and pendant or fall detector every month. By doing a quick test each month we can check your equipment is working properly. We ask you to just press your pendant and tell the operator that you are making a test call.

If there are any faults with the equipment they will be registered at the control centre. If you live on a sheltered housing scheme your support officer will test your equipment every month.

Digital switch



It has been announced by BT that by 2025, analogue telephone services will be switched off as the UK's telecoms infrastructure is upgraded to digital connectivity. This change has major implications for the way Careline and other TEC (Technology Enabled Care) Organisations in the UK. Seeing as Birmingham is a major city within the UK we at Careline anticipate that this switch will happen sooner rather than later.

Careline is currently working with Chubb who currently provide our call handling system with a view to trialling their I.P. upgraded Chubb Care Control software, which will be compatible with the new digital alarms that will need to work on the new telephone lines. In addition we have already started rolling out alarms that will be next generation ready and are currently looking at other suppliers and the equipment they will have available in the coming months.



**CARELINE ARE A
VERY HELPFUL
& SUPPORTIVE
SERVICE. THEY
ALWAYS ANSWER
PROMPTLY AND
NEVER SAY NO
WHEN HELP IS
NEEDED.**

Customer groups



At Careline we monitor alarms for various different customer groups listed below are our three biggest customer groups with a brief discription about how they work.

Private Careline Customer

The private customer is the biggest portion of our customer base. Anyone who pays their Council Tax to Birmingham City Council, has a working landline and feels like they would benefit from having a social alarm can apply. Customers are provided with a dispersed unit and a pendant which can be worn on the neck or wrist which can be pressed in time of need. Careline provides maintenance of the alarm unit and pendant within the Careline charge. Additional equipment can now be provided at an additional cost.

Sheltered Housing Customer

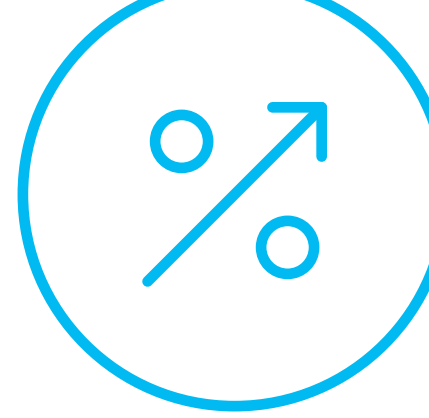
Our sheltered housing customers are residents of Birmingham City Council Sheltered Housing and extra care schemes, with Support Officers who visit the various sites regularly. Residents will either have a hirdwired alarm with pullcords and/or a pendant to activate the alarm. Or they may have a similar set up to our personal customers and will have a dispersed alarm with a pendant running through a working telephone. The equipment is provided and maintained by Sheltered Housing.

Telecare Customer (Adult Social Care & Health funded customer)

Adult Social Care & Health funded customers have funding provided for them to have careline as part of a Care Package provided by Birmingham City Council. To qualify customers must be in reciept of a full care package and a referral made by a social worker or social care facilitator on Carefirst.

Approved customers will either have a basic package approved which consists of a dispered alarm and pendant or and Advanced Package, which allows the customer to be assessed for additional equipment such as fall detectors to support their individual needs.

Price increase



From April 2018 the price of the Careline service has increased by 5p, from £1.89 to £1.94 per week. With this increase we are happy to announce that we are still one of the cheapest Social alarm providers around. As a local government authority, we do not operate for profit. The price we charge is calculated by how much is needed to continue running our service achieving the best outcomes for our customers. Any extra income generated is reinvested into Careline to improve the service moving forward.

Additional equipment



Additional equipment for private Careline customers can now be purchased directly from us which we order from the suppliers at a customers request. Equipment ranges from: Fall detectors to carbon monoxide detectors. If you would like to discuss the range of equipment we can provide contact Careline.

“ OVER THE LAST TWO YEARS, I DON'T KNOW HOW I WOULD HAVE COPEd. YOU PHONED MY DAUGHTER IN SUTTON AND SHE ARRIVED WITH HER HUSBAND WITHIN FIVE MINUTES. YOU ALSO CALLED AN AMBULANCE WHICH ARRIVED JUST AFTER THEM. IT IS THE MOST WONDERFUL SERVICE. I HAVE A PENDANT AND ONLY REMOVE IT WHEN GOING OUT.

Safeguarding



Who are we worried about?

Anyone who is 18 years old or over, who is vulnerable because of age, illness, a disability or a mental health need, and cannot protect themselves from abuse.

What is safeguarding?

Safeguarding is about making people aware of their rights, protecting them and preventing abuse.

What is abuse?

Abuse is any action that harms another person and includes the following:

- physical abuse such as hitting, burning, pushing or kicking someone or locking someone in a room
- verbal abuse such as shouting or swearing
- emotional abuse such as bullying, taunting, threatening or humiliating someone
- sexual abuse such as inappropriate touching or forcing someone to take part in any sexual act against their will
- financial abuse such as misusing, keeping or taking someone's money, property or other belongings without their agreement
- neglect such as not providing necessary food, heating, care or medicine
- discrimination such as ill-treatment or harassment based on a person's age, sex, sexuality, disability, religious beliefs or ethnic group.



I THINK CARELINE IS AN EXCELLENT SERVICE. IT'S LOVELY TO KNOW SOMEONE IS THERE WHO CAN HELP YOU IF AND WHEN YOU GET INTO DIFFICULTY.

Safeguarding continued...



Where does abuse happen?

Abuse can happen anywhere, at any time and in any of the following places:

- in your own home or someone else's home
- in a carer's home
- at a day centre
- in care homes
- in hospital
- at work
- at college
- in a public place.

Who might abuse vulnerable people?

Vulnerable adults may be abused by a wide range of people including:

- a partner, relative or family member
- a volunteer
- staff
- another service user
- a neighbour
- a friend
- a stranger.

What should I do if I think I or someone else is being abused?

In an emergency, or if someone is in immediate danger, call 999. Otherwise, report crimes to West Midlands Police by calling 101. Members of the public can report a concern of an adult with care and support needs to Birmingham City Council in the following ways:

- **Email:** acap@birmingham.gov.uk
- **Telephone:** 0121 303 1234
- **Online Form – Go to:** www.birmingham.gov.uk and search for ACAP.

Numbers you may find useful

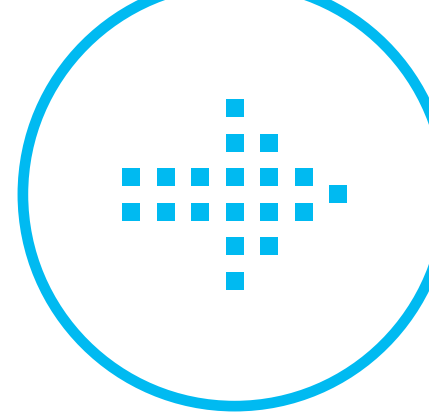


Careline wants to ensure that customers are signposted to other services or agencies. With that in mind, listed below are some numbers you may find useful. It is a list we are hoping to expand on so if you feel there is a service that could be added please contact Careline.

- **Alheimers Society:** 0300 222 11 22
- **Benefits Advice:** 0121 464 7000
- **Birmingham City Council – Sheltered Housing:** 0121 303 3637
- **Birmingham City Council – ACAP:** 0121 303 1234
- **Cers:** 0121 442 2960
- **Customer Service Centre:** 0121 216 3030
- **Medequip (Birmingham):** 0121 503 8850
- **NHS Non – emergency medical advice:** 111
- **SPA Birmingham (Single Point of Access):** 0300 555 1919

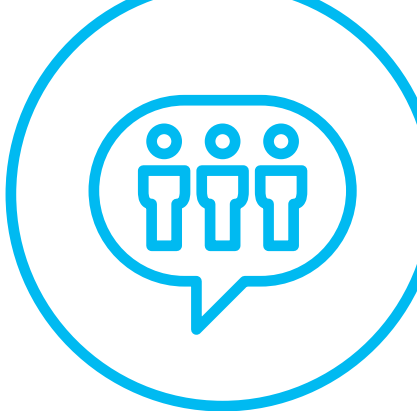
“ GOOD QUALITY SERVICE MAINTAINED ALL THE TIME. VERY SATISFIED CUSTOMER. ”

Moving forward into 2017/18



Careline is always striving to improve and create the best possible service with the service user at the forefront of our decisions. Below is a list of things we at Careline are hoping look at during 2017/18.

- Look at how staffing is currently used and adjust it so there is more coverage during busy call periods.
- Continue to prepare for the digital switch and start introducing more compatible equipment to customers.
- Look at ways we can improve the way non- emergency calls are dealt with.
- Re-Introduce consultation group to work with service users to help shape the future of Careline.
- Working with Sheltered Housing as they upgrade schemes and enable customers to opt in or out of the Careline service.



Consultation group

Our consultation group forms a key part of our development as business, we use feedback from our members to adjust our service direction. As a key part of our calendar annually, we bring our group together to discuss various topics from service direction to fire safety, to issues that might affect older people living alone.

We have had talks from many different speakers, ranging from fitness, personal safety and benefits to fire safety, we have also has a special visit from the South Birmingham Older Adults choir who performed for us.

If you are interested in joining our group please feel free to give us a call on 0121 303 3826 or simply send the slip below back to us.

I'm interested in joining the Careline Consultation Group

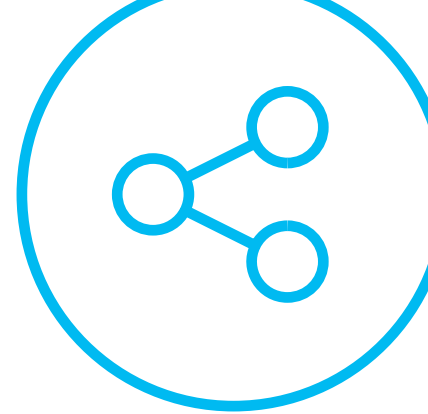
Name:

Address:

..... Post code:

Telephone Number:

Getting in contact with us



You can write to us at:

Careline Services
Unit 5, Holt Court
Heneage Street West
Birmingham
B7 4AX

By Email: careline@birmingham.gov.uk

Or by Telephone: 0121 303 3826

(Please remember that all calls to and from Careline are recorded, and details held in line with the Data Protection Act 1998.)



Certified Organisation

85.59 / Sept 2018

birmingham.gov.uk/careline