Introduction

It has been a very busy year for Newham Network Telecare Services as we have continued to build on our successes in recent years.

In June 1989, Newham Network first started providing a Telecare monitoring and emergency response service to 600 clients living within the London Borough of Newham. We had 11 staff all working from one office in Holden Point and had two call handling terminals.

Now we have:

- 19,839 clients living across the United Kingdom, Northern & Southern Ireland
- 25 staff working from Holden Point. The entire first floor is designated to our team
- 11 call handling terminals.

This growth demonstrates the potential and value of the service we provide and how technology is helping to support vulnerable people with a range of needs in their own homes.

Our service

Newham Network Telecare Services provides a valued installation, monitoring and emergency response service 24 hours a day, 365 days a year, to people with a range of needs.

The simple alarm pendant helps provide peace of mind for clients by supporting them to retain their independence, enabling them to call for assistance at the touch of a button.

The alarm has also proven to provide reassurance to carers who know that when left alone, their loved one can summon help at the touch of a button.

In partnership with Newham Adult Services we are also able to provide a range of smart, personal and environmental sensors.

For more information about Newham Network Telecare Services, visit our website: www.newham.gov.uk/telecare

Our clients

Newham Network currently supports over 9,000 clients living within the London Boroughs of Newham, Waltham Forest and Havering. Furthermore, with our business partners we have expanded our monitoring service to the rest of the UK and Ireland. Our clients live in all types of accommodation, from their own properties and private rented homes to supported housing and council accommodation.
Our monitoring service

In 2016-17 we received 612,148 calls. Of these, 587,758 were alarm calls (96 per cent).

We keep a record of all the calls and actions we take. Below are some examples of the types of calls we received last year:

- 2,105 medical emergencies
- 345 property emergencies, e.g. fire, flood
- 6,047 clients had fallen
- 180 clients were locked out of their property

In some cases, our clients required us to contact the emergency services so we made:

- 5,670 calls to the ambulance service
- 634 calls to the fire brigade
- 315 calls to the police.

We also received 16,983 general enquiries; the reasons for these calls ranged from wanting to know when the carers are due to attend, questions on the alarm unit and discharge or admittance to and from hospital.

Our emergency response service

If a client does not respond once they have activated the alarm and we are concerned that they may require assistance, we will call the named key holder, i.e. a friend or relative who they have agreed should have access to their home should we call them. If we cannot get hold of them and if they live local to the control centre we will send a Telecare officer.

The same applies if a client tells us they need an ambulance; we can also send an officer to support them and in some cases we may stay with them until the emergency services arrive.

In 2016-17 we completed 978 emergency visits.

Our assessment service

All Newham Network Telecare staff are trained to complete client profiling.

Before installing equipment, we complete a thorough assessment of the client’s needs, identifying possible risks and appropriate equipment.

Staff also have good knowledge of other services available to vulnerable people and will refer clients if appropriate.
Our installation and maintenance service

When a new client joins our service, we visit to assess them and ensure that we have all the information we need to support them fully, including details about their health and emergency contacts.

We also visit every basic alarm client annually to test the equipment, update the information we hold on them and ask if they require any additional Telecare equipment. For those clients who have the basic alarm plus sensors (e.g. smoke detectors, bed sensors) the annual maintenance is completed by Red Alert, the approved sub contractor for Adult Services.

In 2016-17 we completed 3,007 non emergency visits, including:
- 404 new alarm installations
- 79 welcome visits
- 17 assessment and profiling visits.

Support to Sheltered Housing services

Newham Network also provides a support service to supported housing schemes. This includes relief cover in the absence of the scheme manager, where we can either call the resident through the communal alarm system or visit them personally to check on their well-being.

We also monitor a range of other sensors in sheltered accommodation, including door entry systems, fire alarms, smoke detectors and lifts.

Telecare Code of Practice

In February 2017 an independent auditor confirmed that we retained our platinum accreditation to the Telecare Services Association (TSA). Platinum accreditation recognises the achievements of staff and the excellent service we provide, demonstrating we are working to the highest standard.

The TSA accreditation process requires us to have robust, well-developed policies and procedures, which will be reviewed and independently audited once a year. As part of the accreditation, the TSA also requires that we monitor our services against national Key Performance Indicators (KPI’s) on a monthly basis. Please refer to our service standards achievements (on pages 10 and 11) for a summary against these performance indicators for 2016-17.
Customer satisfaction

We measure customer satisfaction by completing surveys for different areas of the service we provide. It is a TSA requirement that we annually survey a minimum of five percent of clients receiving our service.

We collect feedback the following ways:

- Monthly telephone questionnaires following a visit
- Customer comment card left following an installation or welcome visit
- Postal questionnaire sent following a complaint
- Annual postal survey.

This year we issued 1045 surveys. We received 522 replies, which is a response rate of 50 per cent. Below is a table outlining our performance against our target of 90 per cent customer satisfaction across our installation, monitoring and response services.

<table>
<thead>
<tr>
<th>Customer Satisfaction Targets</th>
<th>Target</th>
<th>Service Quality</th>
<th>Speed of Response</th>
<th>Staff helpful</th>
<th>Good value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installation</td>
<td>90%</td>
<td>99%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Monitoring</td>
<td>90%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Response</td>
<td>90%</td>
<td>93%</td>
<td>93%</td>
<td>98%</td>
<td>98%</td>
</tr>
</tbody>
</table>

In order to understand more about the how the service affects peoples lives we have continued to ask additional questions asking our clients to identify in what way Newham Network supports them. The top six reasons clients felt supported were:

- We helped them to feel safe and secure (58 per cent)
- We reassured their families (63 per cent)
- We helped them remain independent (60 per cent)
- We gave them confidence (51 per cent)
- We helped them stay in their own home (49 per cent)
- We helped them in an emergency (53 per cent)
Customer consultation

Newham Network encourages clients to make suggestions for improvements to the service. If you would like to make a comment or a suggestion about the service, please contact us and let us know what you think on 020 3373 9335.

Comments and complaints

Newham Network takes comments and complaints about its service very seriously. In 2016-17 Newham Network received 3 complaints. We record all our phone calls, so when we receive a complaint we are able to check how the call was handled. After listening to the recordings:

- One complaint was upheld, as we failed to follow procedures to our standard
- One complaint was not upheld; we had followed our procedures and we were not at fault

All complaints were dealt with within set timescales. Positive action was also taken following complaints to ensure they would not reoccur. This included staff training and updating systems. During this year we received 26 written and verbal plaudits thanking us for the excellent service provided. Below are some of the comments we received about the service this year.

“The Excellent Service received always prompt, helpful and caring”
Mr DS, East Ham

“Very Happy with the service excellent customer care and the service save her life”
Mr FM, Manor Park

“Client had a fall and broke her femur. Daughter said thank you for all your help”
Mr AK, Stratford

“Was polite and extremely helpful in helping me understand the system and equipment. Excellent service provided “
Mr RB, Canning Town

“Client cannot speak, read or write and is unaware of her surroundings. Reassuring that help is available at a touch of a button”
Mrs MR, Stratford
Staff changes

This year we had a number of staff changes and we have recruited:

Five Casual Telecare Officers
Our long serving Head of telecare & Sheltered Housing – Chris Willis

We will issue new staff photographs and add them to our welcome packs, so that clients can see who they are speaking to and be able to recognise our officers if they come to visit.
Financial Information

Service charges

Whilst our service charges increased by 2.2 per cent we have continued to keep our costs low so that more people can benefit from the service.

We benchmarked our service charges and performance against our own research done on 30.nov 2017. We found that our charges are at least 42 per cent lower than the average for monitoring and emergency mobile response.

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Newham Network’s charges</th>
<th>Average weekly service charge</th>
<th>Total number of service providers benchmarked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring only</td>
<td>£1.59</td>
<td>£3.78</td>
<td>5</td>
</tr>
<tr>
<td>Monitoring and emergency mobile response</td>
<td>£2.09</td>
<td>£5.34</td>
<td>8</td>
</tr>
<tr>
<td>Monitoring, emergency mobile response and extra sensors</td>
<td>£3.13</td>
<td>£6.50</td>
<td>2</td>
</tr>
</tbody>
</table>

Newham Network does not currently charge for installation. Other similar organisations sometimes charge up to £39 for installation.

All prices before VAT.
## Achievements and priorities

<table>
<thead>
<tr>
<th>Achievements 2016 - 2017</th>
<th>What next – our priorities 2017 - 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintained platinum accreditation under the TSA's 2009 code of practice, following completion of the one day annual audit.</td>
<td>To continue to maintain TSA platinum accreditation following completion of an independent annual audit.</td>
</tr>
<tr>
<td>Recruit and train additional relief staff.</td>
<td>To seek ways to reduce wasted visits where clients fail to keep our pre-arranged meetings.</td>
</tr>
<tr>
<td>Continued to grow the business in and outside the borough through marketing, word of mouth and professional referrals.</td>
<td>To continue to ensure our website is up to date with new and improved web developments.</td>
</tr>
<tr>
<td></td>
<td>To continue to seek new innovations and new ways of working.</td>
</tr>
</tbody>
</table>
Service Standards

We monitor our performance monthly under national Key Performance Indicators (KPIs), which are set by the Telecare Services Association (TSA). Our performance is also checked at our annual audit from the TSA. Below you can see a summary of how we have done against all of our targets.

<table>
<thead>
<tr>
<th>TSA Monitoring Targets</th>
<th>Target</th>
<th>Achievement 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm calls answered within 60 seconds</td>
<td>97.5%</td>
<td>98.73%</td>
</tr>
<tr>
<td>Alarm calls answered within 180 seconds</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>Line utilisation is less than 50 percent in each calendar month (percentage of months on target)</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Six calls monitored per month, per full time staff member for training and quality monitoring purposes</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSA Response Targets</th>
<th>Target</th>
<th>Achievement 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies which require a telecare officer response receive the response within 45 minutes of the call</td>
<td>90%</td>
<td>97.7%</td>
</tr>
<tr>
<td>Emergencies which require a telecare officer response receive the response within 60 minutes of the call</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSA Installation and Maintenance Targets</th>
<th>Target</th>
<th>Achievement 2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent installations completed within two working days</td>
<td>90%</td>
<td>100%</td>
</tr>
<tr>
<td>Urgent installations completed within five working days</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Non-urgent installations completed within 15 working days</td>
<td>90%</td>
<td>100%</td>
</tr>
<tr>
<td>Non-urgent installations completed within 20 working days</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Critical alarm equipment faults resolved within 48 hours</td>
<td>90%</td>
<td>100%</td>
</tr>
<tr>
<td>Critical alarm equipment faults resolved within 96 hours</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Non critical alarm equipment faults resolved within 10 working days</td>
<td>90%</td>
<td>100%</td>
</tr>
<tr>
<td>Non critical alarm equipment faults resolved within 15 working days</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
In addition to our TSA accreditation, we have also achieved accreditation to a European Telecare Standard. You can see how we’re doing against the targets for this accreditation below:

<table>
<thead>
<tr>
<th>TSA Re-evaluation Targets</th>
<th>Target</th>
<th>Achievement 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-evaluations completed within 8 weeks of service commencing</td>
<td>90%</td>
<td>94%</td>
</tr>
<tr>
<td>Re-evaluations completed within 10 weeks of service commencing</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Annual re-evaluations completed within 12 months of last re-evaluation</td>
<td>90%</td>
<td>39%</td>
</tr>
<tr>
<td>Annual re-evaluations completed within 13 months of last re-evaluation</td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>

Due to staffing issues we made the decision to concentrate on call handling rather than maintenance visits (with the agreement of the TSA). All maintenance visits were completed but not within TSA timescales. During the TSA audit this was highlighted as requiring improvement although the inspector understood our reason for doing this.

<table>
<thead>
<tr>
<th>TSA Complaints Handling Target</th>
<th>Target</th>
<th>Achievement 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints receive an interim reply within five working days and a further interim reply every 20 days until the issue is resolved</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

In addition to our TSA accreditation, we have also achieved accreditation to a European Telecare Standard. You can see how we’re doing against the targets for this accreditation below:

| 2016-17 calls answered within 30 seconds                           | 80%    |
Contact Newham Network Telecare Services
We value your feedback as it helps us to provide you with information that is relevant and to make changes to the service that are important to you. Please get in touch and let us know what you think.

Write to us
Newham Network Telecare Services
1st Floor, Holden Point
Waddington Road
Stratford, London E15 1QW

Call us
Tel: 020 8534 8626
24 hours (all calls to this number are recorded and can be replayed for training and quality purposes)

Email us
telecare@newham.gov.uk

Visit our website
www.newham.gov.uk/telecare

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