



Basildon Careline Annual Report 2004-2005

"It gives me peace of mind to know that help is near when I need it. Without your valuable service it would be impossible for me to continue to live in my own home – I would have had to go into care a long time ago. Thank you all"

"I had need to use the Careline service a few months after first registering and was extremely impressed by the first class service"

"We are very pleased with the service, everybody is helpful and attentive. It gives me piece of mind to know there is someone to call if needed"

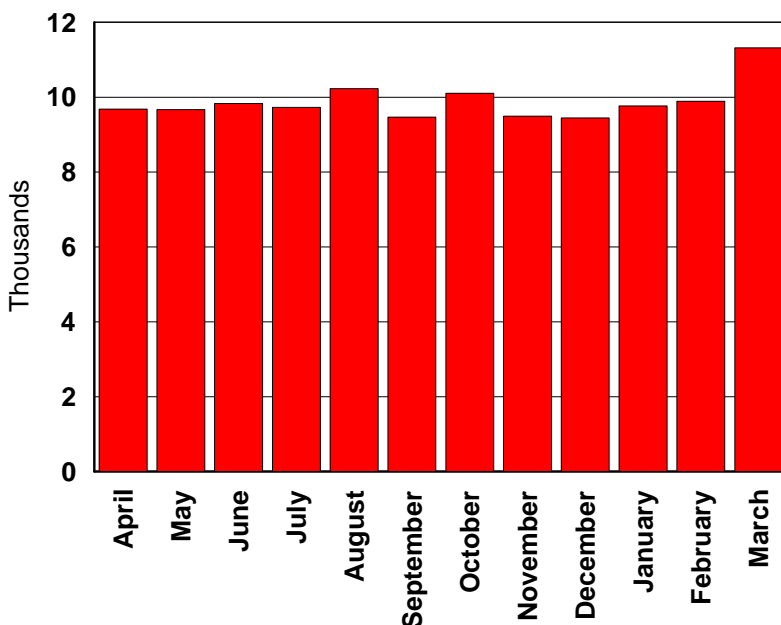
"I'm 81 years old and rely on this as I cannot get about and I know I can count on this scheme when I am in difficulties"

"A wonderful service, always very helpful, very prompt"

Careline provides a Community Care Alarm Service to people within the Community. A purpose built Control Centre is located in the Basildon Centre in the Town Centre. The aim of the service is to provide a first line response to clients in the event of an emergency situation and also providing clients with the re-assurance to stay in their own homes. Careline also provide alarms for people suffering from Domestic Violence and Neighbour harrassment.

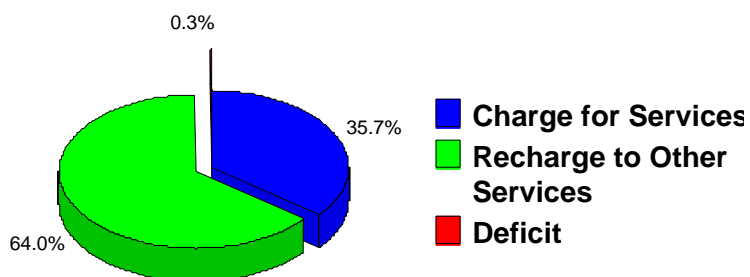
As well as installing alarms in the Basildon District, we also cover Rochford and Castle Point Districts and several Housing Associations both locally and outside our area on a monitoring only basis. We monitor Braintree Carecall after hours and at weekends.

The Careline Control Centre also runs the Council's out of hours emergency line, dealing with repairs, environmental health, homeless and highways. We also take calls for Rochford District and Housing Associations.

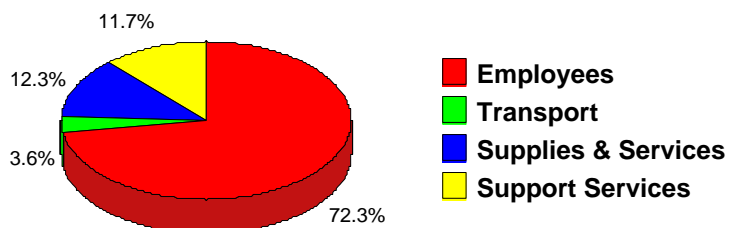


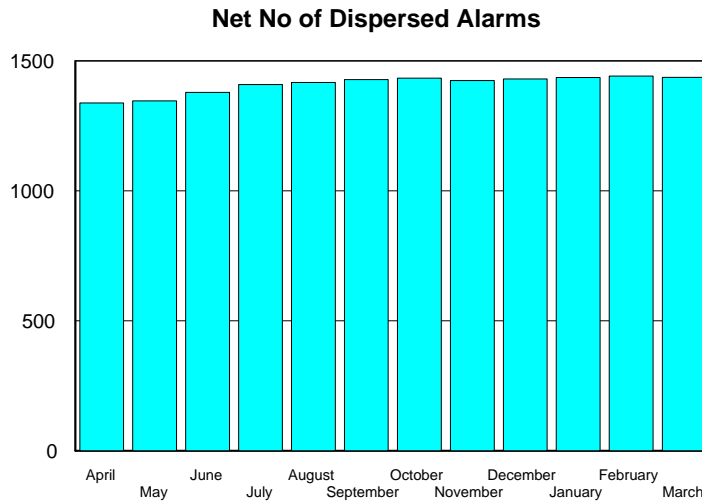
For the year ending March 2005, Careline dealt with 118,628 calls covering all types of situations including emergencies, lockouts and wardens going on and off duty.

Income



Expenditure





Currently there are 1437 dispersed alarms installed throughout the Basildon and Neighbouring Districts.

The cost of a Careline Alarm during 2004/2005 was as follows:

Alarm without phone	Monitoring only	£2.60	per week
Alarm without phone	Monitoring and Response	£3.00	per week
Alarm with phone	Monitoring only	£2.75	per week
Alarm with phone	Monitoring and Response	£3.00	per week

All letters are replied to within 5 working days and Careline also adheres to the Council's Complaints procedure.

All procedures were reviewed and updated where necessary by March 2005

All risk assessments were updated by March 2005

Reassessed for Association of Social Alarm Providers Code of Practice Part 1

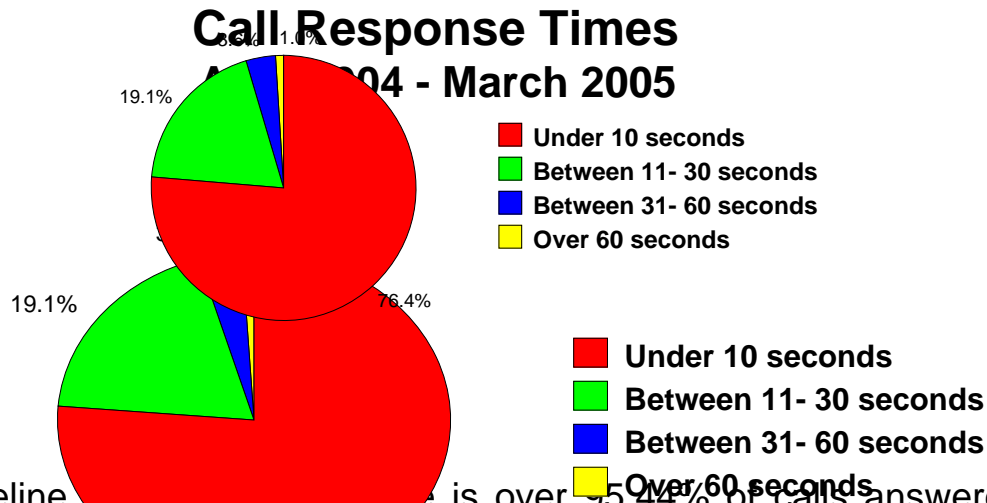
Awarded Chartermark for excellence in Public Service

Gained Investors in People in recognition of the development and training of staff

Newsletter produced and distributed to all dispersed alarm clients

Calendar to remind clients to test their alarms monthly distributed to dispersed alarm clients

Call Response Times April 2004 - March 2005



The Careline response time is over 76.4% of calls answered within 30 seconds, with 76.4% answered within 10 seconds. 99% of calls are answered within 60 seconds. This compares with the ASAP Code of Practice recommended times of 80% within 30 seconds and 98.5% within 60 seconds.

Emergency Response Surveys

130 Clients surveyed on responses to emergency calls

104 questionnaires were returned although not all were completed correctly

91 clients felt that Careline responded to their call quickly

92 clients thought that the outcome was satisfactory

81 clients felt that overall, Careline's response was very good.

Dispersed Client Survey

50 clients surveyed and 28 questionnaires were returned.

No-one had ever had to make a complaint about the service

20 clients felt that there was nothing about the existing service that needed improvement

Everyone said they would recommend the service to anyone who might need it

