



BASILDON CARELINE ANNUAL REPORT 2006/2007

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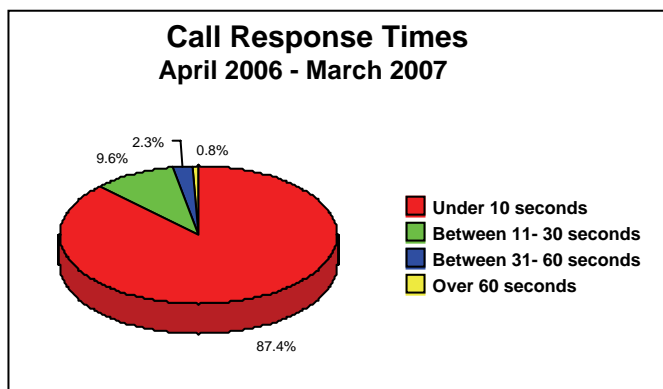


INVESTOR IN PEOPLE



Careline continues to provide a valuable service to people living not only in the Basildon District but also in the neighbouring districts of Castle Point Rochford and a number of Housing Associations both locally and outside of the area.

Careline is proud of the fact that we again performed well above recognised industry standards as set out by the Telecare Services Association (TSA). The standard is 80% of calls answered within 30 seconds and 98.5% within 60 seconds.

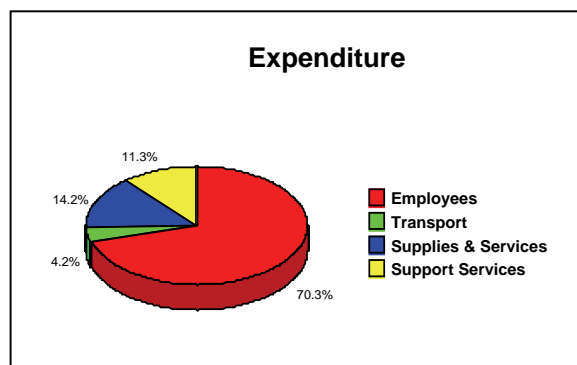
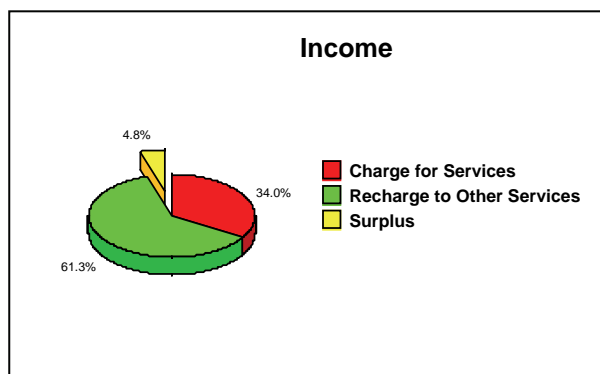


For the year ending March 2007 Careline answered 96.98% with 30 seconds and 99.23% within 60 seconds. This makes Basildon Careline one of the best performing providers of telecare services in the country.

For the year ending March 2007, Careline dealt with 133,921 calls covering a wide range of circumstances from lockouts, scheme coordinators going on and off duty and many emergencies.

Dispersed alarms installed within the Basildon District and Neighbouring Authorities now total about 1,600 with total connections in the region of 7,000

Financial Information



The cost of an alarm for the financial year 2006/7 was as follows:

Alarm without phone	Monitoring Only	£3.00	per week
Alarm without phone	Monitoring and Response	£3.25	per week
Alarm with phone	Monitoring Only	£3.25	per week
Alarm with phone	Monitoring and Response	£3.25	per week

The cost of an alarm for 2007/8 will change slightly in keeping with changes to the level of service and the introduction of new technology.

Core Standards

Careline continued to adhere to Basildon Council's complaints procedures where all complaints were investigated and responded to within 5 working days

All procedures and risk assessments were reviewed and updated where applicable. Careline complied with all relevant Health & Safety legislation.

2 Carelink newsletters were sent to dispersed alarm clients.

A Careline calendar was sent to all dispersed alarm clients as a reminder to test the alarm equipment on a monthly basis.

All clients were visited twice last year to check the alarm battery and personal details.

St Georges Community Housing

Many people will already know that the Housing stock of Basildon District Council has transferred to an ALMO called St Georges Community Housing.

This is a company who will run and manage the housing stock and some of the associated services that are currently managed by Basildon District Council.

For those who have not heard the term ALMO it stands for 'Arms Length Management Organisation'.

Basildon Careline has been transferred to St Georges and in future you will see the St Georges logo on our publicity material.

Emergency Response Surveys – April 2006 to March 2007

120 Clients were surveyed on the response provided by Careline to their emergency calls.

83 were returned and 76 were satisfied that Careline responded quickly.

64 reported that the response was satisfactory

65 clients felt that overall the response to their emergency was good.

Dispersed Client Survey 2006

100 were asked to take part in this and 59 responded.

The outcome from the survey is that the expanded scope of the survey has presented some problems where not all of the questions were answered, or sometimes, whole pages. Sections such as the one covering the Careline website were always going to be less represented than say, Emergency Calls, but it is difficult to judge whether or not clients have been put off by the number of questions, or the structure of the survey itself. An extra question should be included in future satisfaction surveys, asking how easy it was to complete the survey, and what, if anything, was confusing or didn't make sense.

Future Projects

TSA Code of Practice - Part 3: Careline will endeavour to obtain the third part of the Code following assessment in the year 2007/8.

Careline is hoping to continue taking part in local events within the Basildon and Castle Point Districts during 2007 so that information and advice may be given at events attended by the public.

It is planned to have more involvement with clients through the Careline Focus Group that will be re-launched in 2007.

Careline will maintain and improve our service to people who have dispersed alarms encouraging this through continued training for all staff and the use of refresher training where applicable.

An 'Open Day' will be arranged for people to come and learn more about Careline, the service it provides and new technology which is being developed for the arrival of Telecare in Essex.