



## Cordia (Services) LLP

Community Alarm and  
Telecare Services

Annual Performance Report  
2010-2011

**Cordia (Services) LLP  
Community Alarm and Telecare Services  
ANNUAL PERFORMANCE REPORT 2010-2011**

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## Section 1 - Introduction

The main objectives of this report are to inform our customers and stakeholders of how we have performed during the past year. In addition we look forward to the upcoming year and provide details of our plans for these services and what we hope to achieve.

The following information is also included in this document:

- Section 2 – Summary of our services including budget and staffing details
- Section 3 – What we have achieved this year in relation to key performance indicators
- Section 4 – A review of how we have performed operationally this year
- Section 5 – The implications of our performance
- Section 6 – Targets for 2011-2012

Further information in respect of our Company - Cordia (Services) LLP - including our organisational Annual Report and strategies and initiatives can be found on the Cordia website: [www.cordia.co.uk](http://www.cordia.co.uk)

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This document is also available for download from [www.cordia.co.uk](http://www.cordia.co.uk)

## Section 2 - What We Do

Cordia (Services) LLP provides a wide range of care services and facilities management services for public sector, local government and large private sector organisations.

Services provided include all types of contract cleaning, catering, janitorial and security services. Cordia is also one of the UK's largest home care providers and our hospitality and events division is a leading player in Scotland's hospitality industry.

With a combined turnover of approximately £148 million and a workforce of 6,976 employees within 8,205 posts, Cordia (Services) LLP continues to play a significant role in delivering services to the young, elderly and vulnerable citizens within Glasgow and across Scotland.

We are committed to providing services of the highest quality and have the following values:

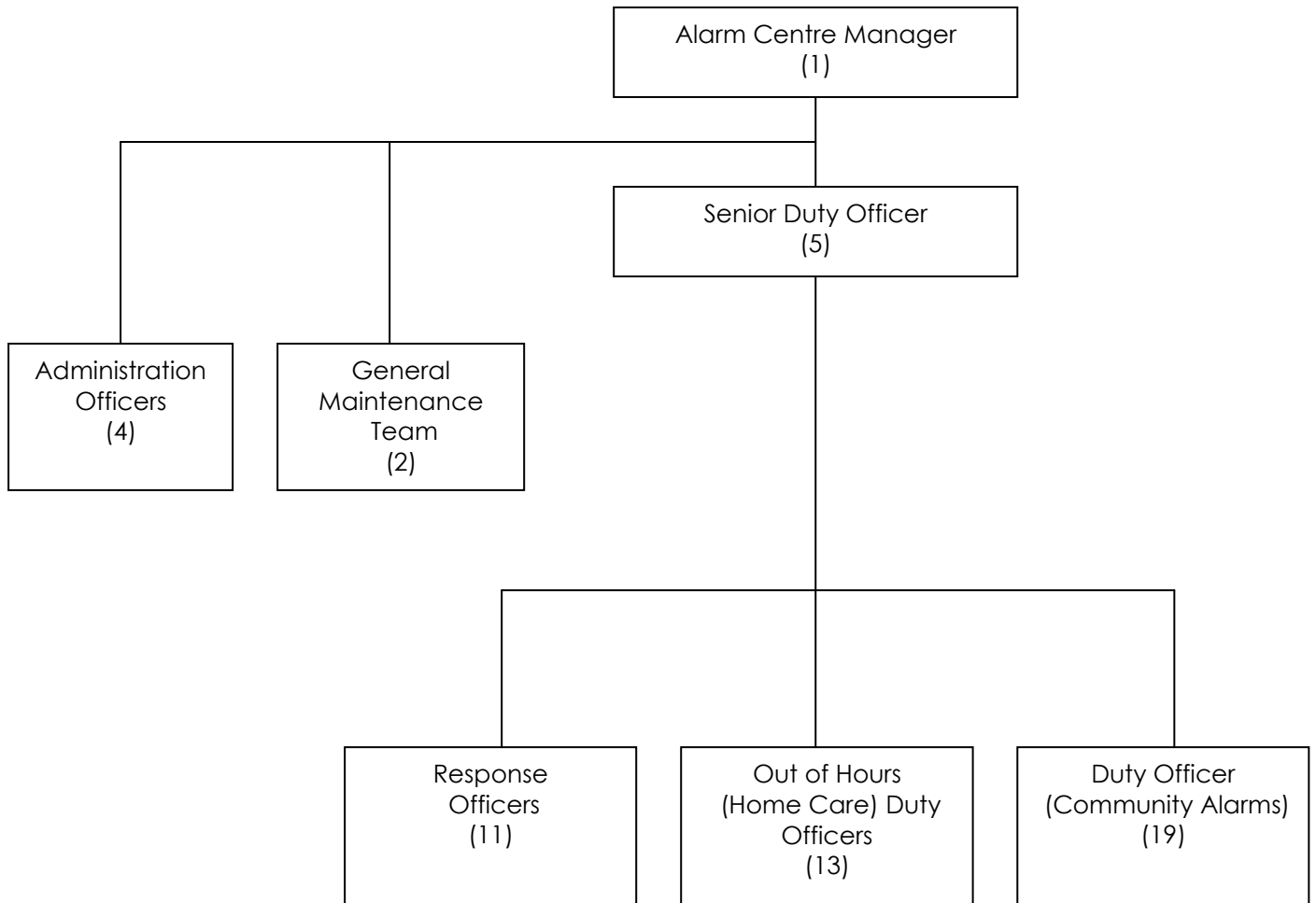
- We are proud to serve our customers
- We are open, flexible and embrace change
- We are eager to learn and improve
- We are passionate and confident
- We value relationships
- We respect the opinion of others
- We believe in teamwork
- We encourage innovation.

This report relates solely to Community Alarm and Telecare Services which are provided from our dedicated Response Centre, located centrally, close to Glasgow City Centre. These services provide an emergency support alarm service which operates 24 hours per day, 7 days per week, 52 weeks of the year. Cordia (Services) LLP manages the provision of these services including equipment installation, call handling and response services. Services are currently funded by Glasgow City Council, Social Work Services.

All alarm calls result in immediate voice contact being made with our trained Duty Officers based in the Response Centre. These Officers assess and deal with each call in the most appropriate manner which may include dispatching the response team to assist, contacting next of kin or keyholder or contacting emergency services, as required.

**2.1 Organisational Structure – April 2011:**

Community Alarm and Telecare Services employ a total of 55 members of staff as follows:



## **2.2 Financial Summary**

The budget for the Community Alarm Service is as follows:

<b>INCOME</b>	<b>Actual (2009-2010)</b>		<b>Estimated (2010-2011)</b>
		£	£
Operating Income			
Social Work Services	1,549,546		1,843,993
Glasgow Housing Association	220,465		
<b>Income</b>	<b>1,770,011</b>		<b>1,843,993</b>

<b>EXPENDITURE</b>	<b>Actual (2008-2009)</b>		<b>Estimated (2009-2010)</b>
		£	£
Employee Costs	1,295,868		1,340,003
Property Costs	8,965		5,135
Transport Costs	40,211		40,104
Supplies and Services	129,149		196,641
Support Allocation	147,000		147,000
<b>Total Expenditure</b>	<b>1,621,193</b>		<b>1,728,883</b>
<b>Gross Surplus</b>	<b>148,818</b>		<b>115,110</b>

## **Section 3 - What We Have Achieved This Year (2010-2011)**

### **3.1 Progress Made During 2010-2011**

This section provides details of progress made this year in respect of plans made last year.

#### **3.1.1 BT 21CN Project**

With the impending digitalisation of the telecommunications network, Cordia, in conjunction with Glasgow City Council, Social Work Services and Glasgow Housing Association embarked on a programme of regeneration of the Community Alarm equipment within service users' homes. The replacement of outdated hardwired equipment with modern dispersed alarm units was started in September 2008 and concluded in March 2011. In total Cordia replaced over 3,500 alarm units over this period.

#### **3.1.2 Telecare Services (Community Alarms)**

Over the past 12 months Cordia (Services) LLP, using the criteria set by Glasgow City Council, Social Work Services, have installed over 3,000 alarm units. These units have provided service users with a lifeline to summon assistance and have also provided reassurance to service users, carers and family.

#### **3.1.3 Enhanced Telecare Services**

Cordia has also installed over 300 Enhanced Telecare systems, with equipment as diverse as epilepsy sensors, bed and chair occupancy sensors and bogus caller buttons. These wide and varied pieces of equipment help to promote service user independence, whilst still providing reassurance to carers and family.

#### **3.1.4 Response Centre Review**

In December 2010 a review of the Response Centre was undertaken. As a result of this review changes has been implemented which have seen a vast improvement of over 10% in call response times. This has enabled Cordia (Services) LLP to proceed with its application for TSA accreditation.

#### **3.1.5 Telecare Services Association Accreditation**

In May 2010, Cordia (Services) LLP commenced work towards being accredited by the Telecare Services Association (TSA). This organisation is the representative body for the telecare industry in the UK and aims to promote and support the telecare industry and highlight the benefits of telecare to service users. The TSA has over 350 members, primarily from Local Authorities, Registered Social Landlords and private sector suppliers.

Organisations applying for accreditation must prove that they adhere to the TSA Code of Practice. This Code was created following a comprehensive stakeholder consultation exercise undertaken by TSA. Government departments in England and in the devolved administrations of Scotland, Wales and Northern Ireland, together with the Department of Health and TSA Members were all involved in shaping its modular framework.

The Code of Practice is split into various process modules. At this time Cordia is planning to apply for accreditation to the European Standard for the following process modules:

- Monitoring
- Response

- Referral

It is planned to apply for the Installation module at a later date.

Each process module incorporates various aspects of 12 different standards modules which include areas such as:

- Governance
- Staff & Training
- Privacy & Data Protection
- Service User Communication
- Technology Management
- Legislation

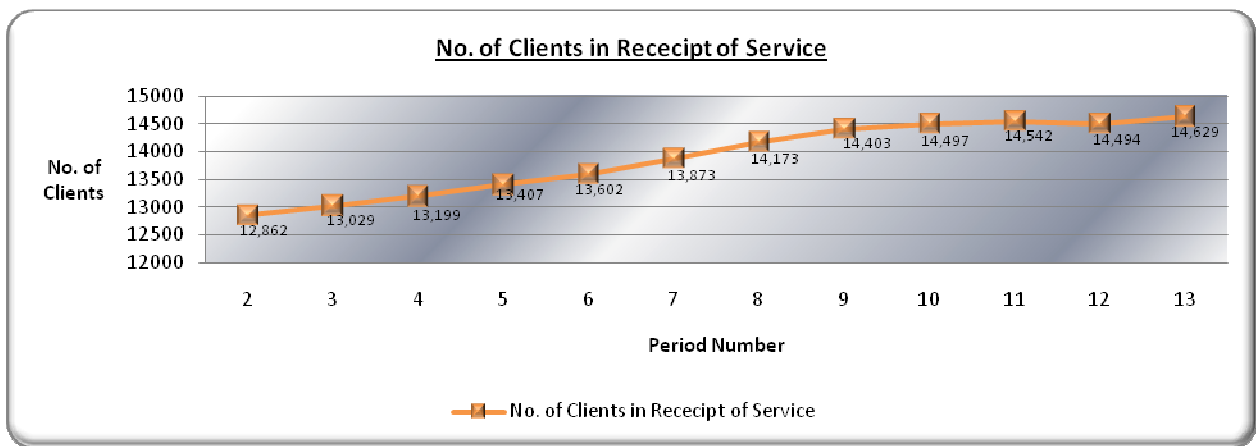
These standards are extremely rigorous and are intended to ensure that quality services are provided to service users at all times. It is anticipated that by achieving accreditation to these TSA standards Cordia (Services) LLP will be recognised as a quality service provider and will be better placed to move forward and develop service further in the future.

# Section 4 - How We Have Performed This Year

## 4.1 Service Information

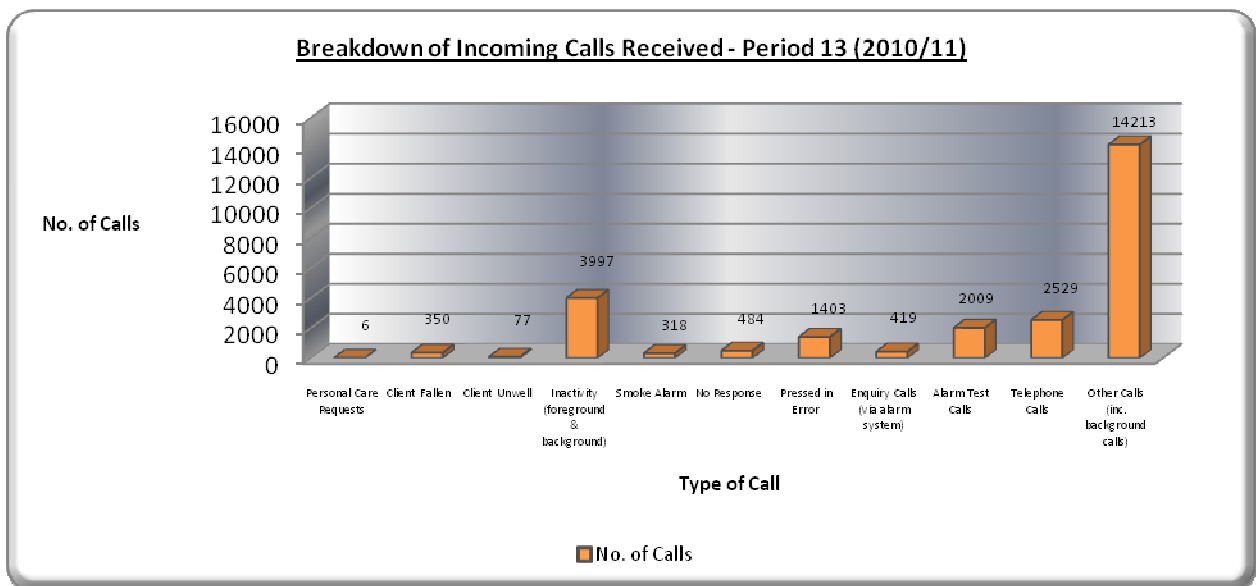
### 4.1.1 Number of Service Users

Community Alarm and Telecare Services has seen a steady increase in the number of service users throughout the year. As at period 13 the number of service users was 14,629, an increase of over 1,750 (13.6%) since the start of the year.



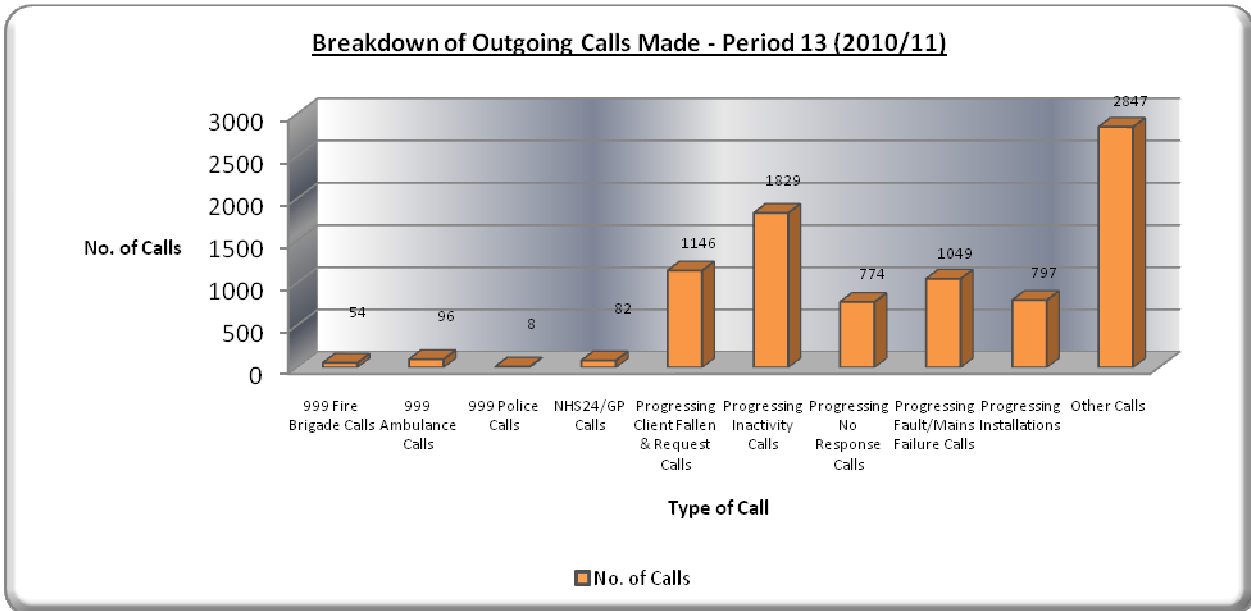
### 4.1.2 Number of Incoming Calls Received

On average there are approximately 26,000 incoming calls received by the Response Centre each period; these range from service user fallen, enquiry calls, service user unwell, inactivity calls, smoke alarm activations and requests for assistance. Listed below is an example of the volume and types of **incoming** calls received at the Response Centre on a four-weekly basis. These details are taken from Period 13 this year.



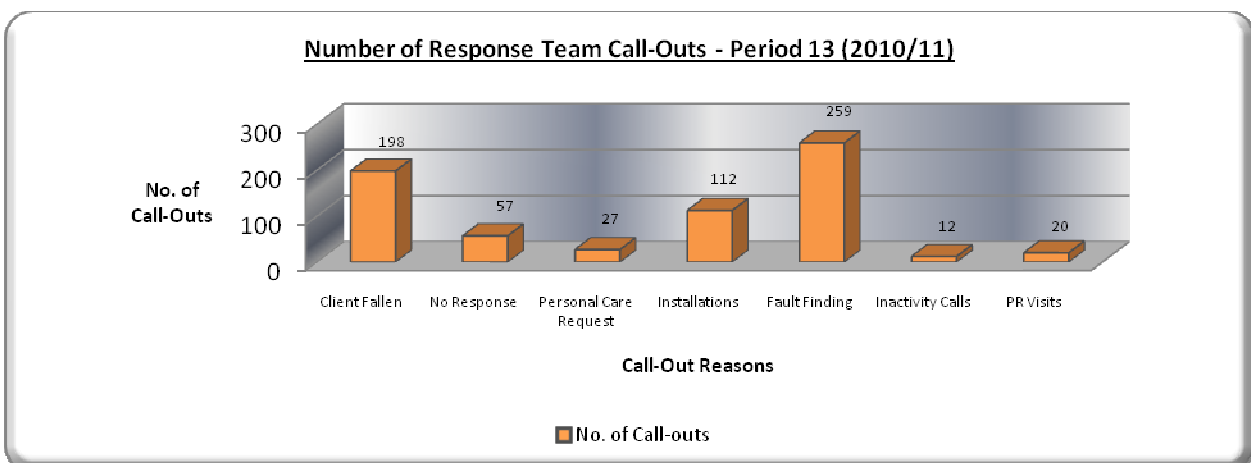
#### 4.1.3 Number of Outgoing Calls Made

On average there are approximately 9,000 calls made by Response Centre staff each period to resolve all service user issues – these range from contacting emergency services (999 Fire, Police & Ambulance calls) to contacting service user’s Next of Kin or emergency contacts to ensure their well being. Listed below is an example of the volume and types of **outgoing** calls made by Response Centre staff on a four-weekly basis. These details are taken from Period 13 this year.



#### 4.1.4 Response Team Call-Outs

In Period 13 of this year the Response Teams attended a total of 685 call-outs. The reasons for these call-outs are detailed in the chart below



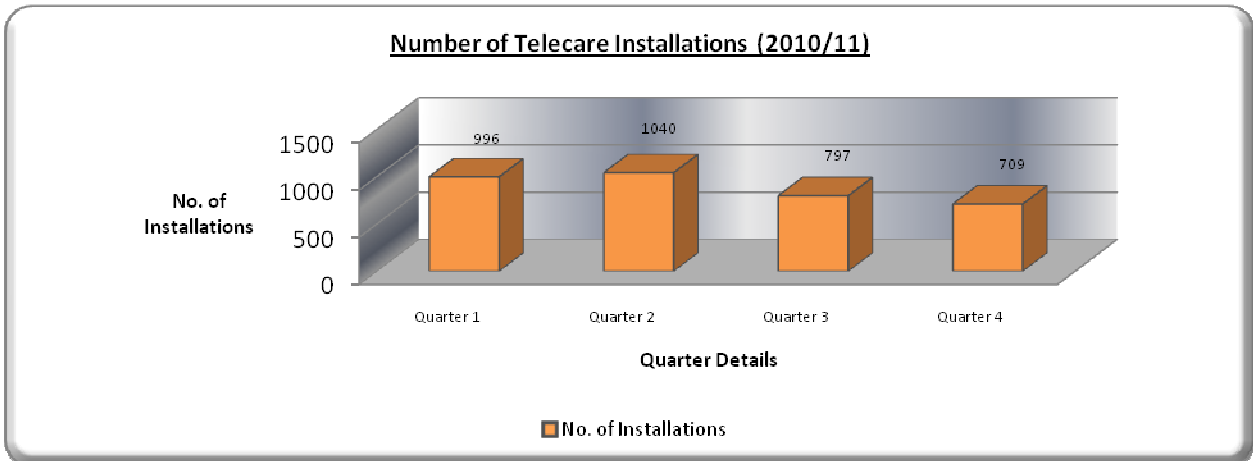
### 4.2 Key Performance Indicators

Cordia (Services) LLP have, over the years developed a range of key performance indicators in respect of Community Alarm and Telecare Services. In the past few months these have been adapted to match the requirements of the TSA Code of Practice.

The following sections provide details of these indicators and our recent performance in respect of each one.

#### 4.2.1 Installation of Telecare Packages

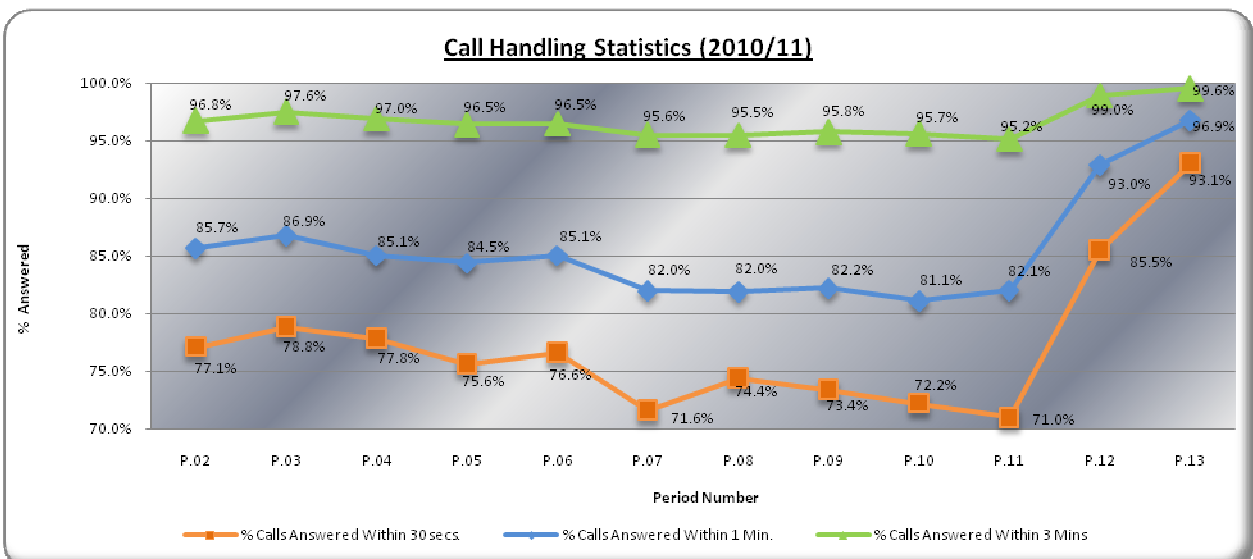
At the start of this financial year Cordia (Services) LLP set a target of installing 2,200 packages within the year. This target is included in Cordia’s organisational ‘Measures for Improved Performance’ that are reported quarterly to Glasgow City Council’s Corporate Management Team. The following chart shows that 3,542 installations made each quarter and confirms that this target has been met.



#### 4.2.2 Call Handling

TSA has set the following standards in respect of call handling times:  
 80% of calls to be answered within 30 seconds  
 98.5% of calls to be answered within 1 minute  
 99% of calls to be answered within 3 minutes

Cordia (Services) LLP has, since period 12 of this year, implemented changes to staffing arrangements in the Response Centre. This has resulted in a major improvement in call response times whereby in Period 13, 93.1% of calls were answered within 30 seconds, 96.9% of all calls received were answered within 3 minutes – both above the standard required – and 93.0% of calls were answered within 1 minute – slightly less than the TSA standard. It is anticipated that, by making further small changes to staffing arrangements at the Response Centre, the target of 98.5% of calls being answered within 1 minute will be achieved and maintained.



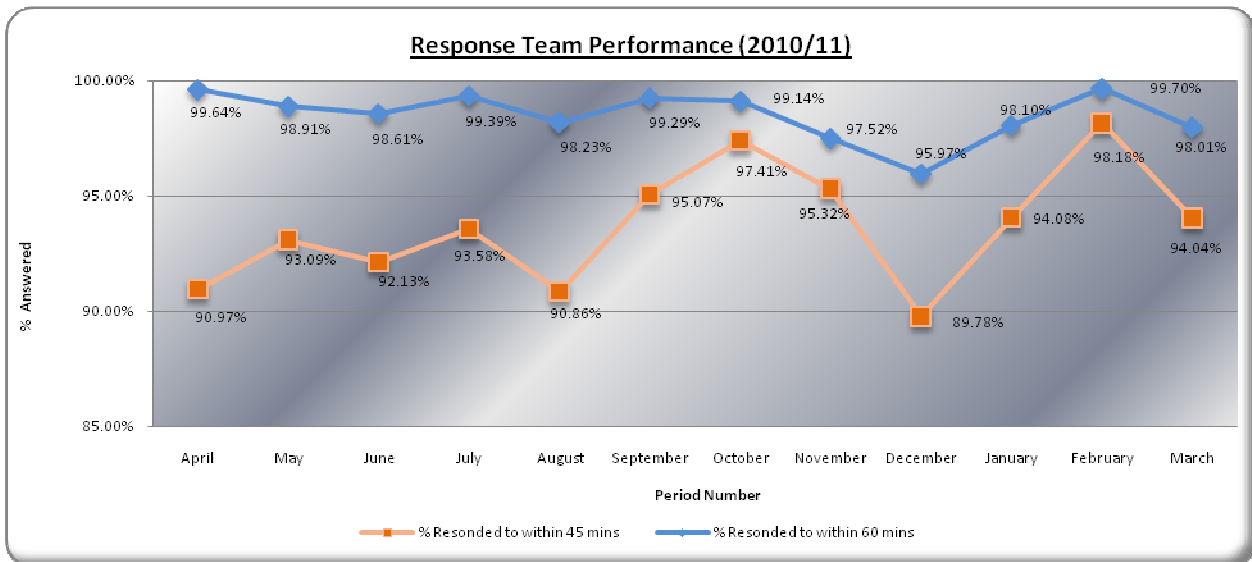
### 4.2.3 Response Team Performance

TSA has set the following standards in respect of response team performance:

90% of visits - Arrive at the service user's home within 45 minutes of the decision to deploy response team

Remainder of visits - Arrive at the service user's home within 45 minutes of the decision to deploy response team

In March of this year, Response Teams were deployed to deal with 403 emergency calls. On 379 occasions (94%) the Response Teams arrived within 45 minutes – above the standard required. On a further 16 occasions (total - 98%) the Response Teams arrived within 60 minutes – slightly less than the TSA requirement of 100% of visits arriving within 60 minutes. For each of the 8 occasions where this target was not achieved a report is completed which details reasons why the target was not met. These reports are monitored on an ongoing basis to ensure that we can learn from any issues identified and take action to improve response times in the future.



### 4.2.4 Complaints

TSA has set requirements on how to respond to complaints which include timescales for acknowledging (5 days) and responding (20 days). Cordia (Services) LLP has its own 'Comments, Compliments and Complaints Policy' which incorporates timescales as follows:

- Acknowledge complaint within 5 working days
- Full response provided in a further 10 working days (15 working days in total) unless another timescale has been agreed

Over the past 12 months only 1 complaint has been received by the Response Centre. This complaint was responded to within 5 working days.

### 4.2.5 Call Handler Quality Checks

Cordia (Services) LLP undertakes quality checks to ensure that every call is handled within agreed timescales and to a high standard. Call coaching is carried out every month – a minimum of 6 calls are analysed to ensure that service users needs are fully met and all enquiries dealt with in a professional manner. This process highlights both good practice and immediate training needs.

#### 4.2.6 Line Utilisation

TSA has set a standard that all telephone lines into the Response Centre have an utilisation rate of less than 50% for each calendar month. Cordia (Services) LLP currently exceeds this standard and has compiled a report that ensures that this can be monitored on an ongoing basis.

### **4.3 Training**

Cordia (Services) LLP is committed to developing a culture of continuous learning and service improvement. The organisation recognises that the training, education and development of all employees is a key ingredient in building an innovative and dynamic organisation, capable of delivering high quality services. In the past year staff from Community Alarm and Telecare Services have attended the following training courses: -

Training Course	2010-11
Moving and Handling	7
Manual Handling	1
Personal Care	7
First Aid	2
Equipment Training	2
Fire Warden	11
Personal safety in the workplace	3
Needlestick toolbox	1
Adult Support & Protection	1
IOSH	1
<b>Total</b>	<b>36</b>

In addition to the above training, Cordia's cultural change programme, known as 'The Cordia Way', has now been running for more than 12 months. This programme continues to help further develop participant's team working skills and to create a motivated and successful workforce. The programme has just completed its second phase and over 200 managers have now taken part. Staff from our Community Alarm and Telecare Services have been in various Cordia Way groups.

### **4.4 Equality Issues**

#### 4.4.1 Equality Action Plan

Cordia (Services) LLP currently has an Equality Action Plan in place. This plan demonstrates Cordia's commitment to equality issues and has detailed actions that are designed to help achieve the following outcomes:

- Eliminate discrimination
- Promote equality of opportunity
- Eliminate harassment
- Take steps to take account of disabled persons' disabilities even when that means treating disabled persons more favourably

- Promote positive attitude towards people
- Promote good relations between people from different [racial] groups
- Encourage participation in public life

#### 4.4.2 Equality Impact Assessment

In the past year an Equality Impact Assessment (EQIA) has been completed in respect of Community Alarm and Telecare Services. An EQIA is a method for assessing the effects, or impacts, an existing or proposed service has on removing barriers to equality. All aspects of the service - accessing the service, staff providing the service, service procedures and service provision are assessed in respect of each equality group and findings are then categorised into positive, neutral or negative impacts. With regard to this EQIA:

- 7 Positive impacts were identified
- 4 Neutral impacts were identified
- 3 Negative Impacts were identified

The 3 negative impacts, together with actions planned to resolve them, are detailed below.

Negative Impact	Action Planned
<p>At present there are a number of referral forms being utilised to access these services. One of these proforma requests applicant's Ethnic Origin details whilst other proforma do not. As a result, these details are not fully recorded on the Community Alarm and Telecare Service's computer system. We have been unable, therefore, to accurately establish the number of service users accessing the service per ethnic group.</p>	<p>Cordia (Services) LLP will work with Social Work Services to unify the various versions of the referral proforma. The annual service user data check, undertaken by Duty Officers, will also be expanded to ensure that this information is obtained for existing service users. This information will then be reported to Social Work Services on an ongoing basis as required.</p>
<p>Community Alarm &amp; Telecare information leaflets are available in various languages via the Glasgow Translation and Interpreting Service and can be made available in Braille, large print, on disc and on audio tape via Social Work Services Communication Unit. At present these leaflets are only available at Social Work Offices and carer support services. Although having the leaflets available in various languages and formats is a positive aspect of the service, it was considered that they should be made available at more locations throughout the City.</p>	<p>Cordia (Services) LLP will work with Social Work Services to update and re-launch the Community Alarm &amp; Telecare information leaflets. Appropriate locations will be considered for distribution of these leaflets to ensure that they are more accessible to the citizens of Glasgow.</p>
<p>There have been instances where fax machines and mobile SMS text messaging have been used to communicate with service users with hearing difficulties.</p>	<p>Cordia (Services) LLP will collaborate with Social Work Services, Sensory Impairment Service, to develop a more formalised approach to service provision for service users with hearing difficulties and service users with speech problems.</p>

## **Section 5 - Continuous Improvement & Our Targets for Next Year**

### **5.1 Re-launch of Community Alarm and Telecare Services**

Cordia (Services) LLP via the Response Centre will look to assist Glasgow City Council, Social Work Services in the re-launch of Telecare Services in Glasgow. Cordia has agreed to provide awareness training to Social Work staff in the promotion of Telecare. The purpose of the re-launch is to identify areas where service user's independence can be maximised without increasing undue risk to their lifestyle.

### **5.2 TSA Accreditation**

Cordia (Services) LLP is current a member of TSA – Telecare Services Association. However Cordia is actively seeking to become an accredited member of TSA. This process will look at all aspects of the Response Centre from Monitoring to Response. Accreditation will ensure that all working practices and processes meet the industry standards. This process was started in 2010 and should reach accreditation in 2011.

### **5.3 Installation of Equipment**

The installation process for Community Alarm and Telecare Services will transfer to Equipu in 2011. This will allow Cordia Response Centre to focus on their core business. With the transfer of the installation process to Equipu, this should allow for further business opportunities in the provision of installation services to service users outwith Glasgow City Councils. Once the transfer has been completed, Equipu will also seek TSA accreditation for their part of these services.

### **5.4 Service User Consultation Exercises**

Cordia (Services) LLP recognises the importance of seeking the views of service users in respect of Community Alarm and Telecare services. Service Users should be afforded the opportunity to make comment on our performance as Service Provider as well as make a contribution in respect of the future direction of these services. In 2011, Cordia (Services) LLP will undertake a consultation exercise, involving a representative sample of service users with the following objectives:

- To examine the quality of Community Alarm and Telecare services provided by Cordia (Services) LLP, and
- To allow service users the opportunity to participate in assessing and improving the quality and future direction of these services.

In addition Cordia (Services) LLP will hold a series of Focus Groups for service users. It is hoped that these groups will lead to more qualitative results being obtained to enhance the quantitative results that the Service User Survey will produce.

### **5.5 Social Work Services – Learning Disability Service Users**

Cordia (Services) LLP is currently piloting a project to install assistive technology into Learning Disability Services Users' homes. This will allow service users to become more independent rather

than creating reliance on services. The project will be operated on behalf of Glasgow City Council Social work Services.

## Section 6 - Customer Consultation

It is in the interests of this organisation and our customers, employees and other stakeholders that we match expectations with services available. We have attempted through this Annual Performance Report to inform you about us, our functions and how we have performed during 2010-2011.

It would assist both this process and our organisation, if you, the customer, would comment on the services we deliver. If you would like to comment, please complete the form below and return it to:

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Glasgow  
G4 9XE

You can also contact us by:

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e-mail [john.mcgarry@cordia.co.uk](mailto:john.mcgarry@cordia.co.uk)

or use the online Contact Us facility on the website <http://www.cordia.co.uk/About-Us/Contact-Us.aspx>

You should be aware that your comments will be treated in the strictest confidence, and that, by participating, your views will assist Cordia (Services) LLP to ensure continuous improvement in service provision.

### Community Alarm and Telecare Services - Annual Performance Report 2010/11

Please give your comments here:

Your Name .....

Your Address .....

.....



