

Calico Homes Limited has been operational since 2000 and prior to that we were Burnley and Padiham Community Housing. The service employs a team of Older Peoples service managers, Home Support Officers, Telecare Officer and a contractor to provide a 24-hour day, 365-days-a-year, emergency alarm monitoring and response service.

In total the community alarm service is provided to 1349 customers, both private customers on Calico Assure and Calico's tenants living in sheltered accommodation.

Our staff have many years' experience and are knowledgeable in their area of expertise. The team will look after your community alarm needs from your initial phone call through to the installation and maintenance of the equipment and are available for advice and support.

What was new for 2013 - Calico Assure

Over the last 2 years Calico has become Telecare Services Authority accredited in order to provide a recognised service to our community alarm customers. In line with the accreditation we completely reviewed and re-branded the service. Customers were consulted and their views were taken on board. This service was launched in February 2013 and is called Calico Assure.

Calico Assure now offers a flexible and tailor made menu of assisted technology options available at competitive costs

Our customers asked us to give them:

- Easy read documents
- Up-to-date equipment

The logo for Calico Assure, featuring the word "calico" in orange and "assure" in a large, bold, blue font.

Although we acted upon suggestions by our customers to improve the services we provided, some didn't agree with the price increase as it had remained the same for over 10 years and they felt it excessive.

We received 3 complaints about the increase and we responded by explaining the need for change, the design and technology advancement.

Our achievements in 2013-14

- ✓ Supporting People Quality Assessment Framework – Achieved a self-assessed Level A
- ✓ Partnership working – to build on existing relationships and form new partnerships in order for customers to benefit from shared skills and having effective use of available resources
- ✓ Specialisms – For all the team to Develop specialisms / champions for key issues affecting the service including Dementia champions and safeguarding champions
- ✓ Customer service strategy - Developed customer involvement opportunities for dispersed customers – 2 active groups started in the last 12 months with in excess of 20+ attendance
- ✓ Dementia friendly Community – Calico are looking to be a ‘Dementia Friendly Community’. We are challenging the stigma associated with dementia and provide people more control and choice to help them live independently in their own home using the assistive technology available to them through Calico Assure.
- ✓ Customer Service Satisfaction – We have developed a more packaged approach to measuring customer satisfaction, developing a range of tools to assess, monitor and improve satisfaction levels
- ✓ TSA –Maintain and achieve the annual accreditation
- ✓ Calico’s ‘Most Outstanding Team 2013 award.

Safeguarding

Calico staff are trained to deal with any confidential or sensitive issues.

If you are being abused, or you know someone who is, please talk to a staff member.

They will tell you what to do and what actions will be taken. Immediate action will be taken if you or someone else’s welfare is at risk.

You can also directly contact Adult Social Care Services on 0845 053 0009.

We regularly hold refresher safeguarding sessions at our communal schemes and at centres within the community, If you wish to attend please call 0800 169 2407 and ask for the Older Peoples Service for more details.

Key Performance Indicators

Calico Homes Limited has a set number of key performance targets, which are monitored to ensure that the quality of service provided to you, our customers remains high.

All targets are 90%

- Referrals**—From April 2013 up to March 2014 the referrals received for sheltered accommodation and were completed within 2 days helping us to achieve a rate of 98% out of 90% target.
- Installation**—From April 2013 up to March 2014 92% of all installations were completed within the TSA 15 working days performance target.
- Repairs**—Calico Homes aims to repair all faults within 48 hours – We achieved the 90% target by 100% in 2013/14.
- Response**—The Older Peoples Service achieved a 100% response to emergencies within 45 minutes of being asked to attend.

Service User Satisfaction <i>The target is to achieve 90% in all areas which we have exceeded.</i>				
	Service Quality	Speed of response	Staff helpful	Good Value for money
Installation	99.6%	99.6%	99.3%	99.5%
Monitoring	99.6%	99.6%	99.3%	99.5%
Response	99.6%	99.6%	99.2%	99.6%

Future plans 2014-15

Calico Assure - A business plan has been produced to maximise usage and to secure new customers to maintain and grow the business side of Calico Assure by:

- Utilising a wider range of equipment to ensure the needs of our customers are met
- Calico retains its TSA accreditation
- To achieve a new 200 customers onto Calico Assure in 2014/2015
- Delivering Calico Assure within Lancashire and beyond
- To retain the Supporting People contract for 2015 onwards
- To look at diverse ways of involving customers in all of our services
- To continue to find alternative ways of gauging customer satisfaction instead of just a survey approach
- To expand our volunteering project into Independent Living Services
- Value for money throughout our services in line with Calico's Be Smart ethos.

Tell us what you think about the service

Whatever your views, we welcome them. You can contact us how you like:

- In person, (pop into our office on Croft Street, which is just next to the bus station)
- By phone FREE on 0800 169 2407 or local call 01282 686 300
- Email us at contact@calico.org.uk
- or online at www.calico.org.uk.

Your views are important to us and we take them seriously.

Whenever you get in touch you should expect the following:

- We will acknowledge your contact within 7 days
- We will respond fully within 10 working days. We aim to resolve most complaints at this stage.

Consultation on change

We consulted with customers about the presence of Calico staff during the Christmas period. Calico's Older Peoples Service has been developing a needs led service designed to promote independence for our customers and optimise the use of resources (Assistive technology). This has now been in place for approximately 4 years and is fully embedded.

The approach for Christmas 2013 is to:

- Have no staff presence on the schemes
- Utilise Tunstall monitoring service who in the event of any emergencies, call the relevant responder
- Tunstall have all of Older Peoples Service contact details in the event of a Business Continuity Plan being activated

We consulted with a variety of customers from sheltered to dispersed and it was a majority yes to the change.

Compliments, Complaints and commendations

Heather Doris daughter of late Jean Robertson, Burnley

"I'd recommend the lifeline alarms to anyone, they are a godsend. My mother had to use them a lot towards the end as she was falling a lot. Once she was outside and fell down the garden steps in the rain and no-one could hear her shouting for help, luckily she always wore her pendant alarm.

"She pressed it and the police and ambulance arrived and she was taken to hospital. If it hadn't been for the alarm then my mother would have been in a worse state."

Some resident's comments:

Trevor F – *"We have our pendants, which is our lifeline. I think staff should spend time with their families."*

Brian A – *"We are covered with our lifelines. I am happy for staff to have their holiday."*

Mary T – *"As long as we are covered for any emergencies through our lifelines and pendant, I think it is fine for staff to have the time off."*

Sharon T – *"I feel that the cover we will have is adequate (lifeline/ pendant). I am definitely happy for staff to have the time off over the three days."*