



## **RED ALERT TELECARE LTD - ANNUAL REPORT 2017 / 2018**

### **WELCOME BY CLIVE GAWLER - MD RED ALERT TELECARE LTD**

Hello and thank you for looking at this year's annual report outlining some of our activities throughout the year.

### **BACKGROUND**

Red Alert Telecare was established in Ashford, Kent in 2006 as sister company to Red Alert Ltd a high quality security company installing fire detection, CCTV, access control and intruder alarms.

The company steadily grew and in 2008/2009 played a key role in delivering the The Whole System Demonstrator (WSD) programme which was the largest randomised control trial of telehealth and telecare in the world. Growth has continued as the company remains focused on delivering an innovative high quality value for money service in the telecare and telehealth market. We now have operations throughout the country.

### **OVERVIEW**

Over the last twelve months we have again shown steady growth. Our client base has broadened (\*see current clients) as have our areas of expertise and operations. In addition to working with an increasing number of councils and boroughs we have built relationships with more manufacturers and other providers and often become their preferred installers in specific geographic regions. Overall we still look after telecare for over a third of all London Boroughs.

Our management team has been enhanced again this year and best practice has led us to remain outsourcing specialist IT and HR expertise.

Telecare operations are managed by James Batchelor and supported by Sam Batchelor the Technical Manager, Team Leaders Pippa Pearce and Michelle Fisher and Paul Weatherall our Stock Control Manager.

Telehealth operations are managed by Dino Peters and supported by Support Manager Jack Mudd, Technical Coordinator, Tash Ockelford and Paul Weatherall our Stock Control Manager.

The company now employs over forty staff operating in twenty locations across the country. Regional operations are based in Kent, Hampshire, Newcastle, Hull and Liverpool.

Continued investment in IT has helped ensure robust, secure and speedy support for operations and logistics; we are successfully operating bespoke software on installers PDA's and continued development of this software is being rolled. Our back office software is under review and we are in general moving to cloud based systems where we are able. In late 2016 we installed a dedicated fibre SIP trunk; which gives us state of the art internet speed and in early 2017 we installed a VOIP telephony system. This provides unrivalled flexibility for staff and clients alike. In particular we are now able to offer a regional 'local' number for all our clients as part of our value added approach to our service.

## AWARDS

Our partnership working with PA Consulting and Medvivo under the Argenti trading name in Hampshire and Barnet has seen us gain fantastic recognition throughout the industry and with interest countrywide. Uniquely we won the TSA Crystal Award for two consecutive years; we won the LGC Award 'Driving Efficiency Through Technology' in 2016 and in May this year we have been shortlisted as a finalist by the Municipal Journal for 'Delivering Better Outcomes'.

## TSA

As a Platinum accredited company we are delighted to be one of the first organisations to be assessed to the new 2017 standard. As a stalwart supporter of the TSA and its desire to improve quality and outcomes throughout our industry, we were invited to help create the installation of TEC core competency and installation core competency modules as well sharing various best practice processes.

## FEEDBACK

As a matter of course we undertake on going customer satisfaction surveys and I am proud to present the figures shown below that highlight the high level of satisfaction that our customers have for our services. Indeed I am also extremely proud to illustrate a sample of unsolicited testimonials that we have received this year. Whilst statistics can be manipulated to say many things it is clear we have great and caring staff. This year for instance over 99% of surveyed clients said that the engineer was courteous and professional and over 97% were satisfied with the engineer visit.

Our diverse range of clients means that deliverables vary from client to client however I can share with you some key KPI results.

Annual KPI Results - April 16 to March 17 (RA tracked areas)						
	Lombardia	Newham	Thurrock	Haringey and Dagenham	Beckenly	Hounslow
Urgent Installations April 2016 to March 2017 — TSA requirements 9 out of 10 to be installed within 2 working days	91%	100%	92%	NA	100%	NA
Non Urgent Installations April 2016 to March 2017 — TSA requirements 9 out of 10 to be installed within 15 working days	97%	95%	98%	NA	99%	NA
Critical Callouts April 2016 to March 2017 — TSA requirement 9 out of 10 critical calls to resolved within 48 hours	90%	97%	100%	NA	100%	NA
Non Critical Callouts April 2016 to March 2017 — TSA requirements 9 out of 10 calls to be resolved within 10 working days	48%	48%	100%	NA	44%	NA
Complaint Handling — April 2016 to March 2017 — TSA requirements 5 day response (100%), 20 day response (100%)	100%	100%	100%	100%	100%	100%
User Satisfaction — TSA requirements 90%	99%	100%	96%	100%	100%	100%

## TRAINING

Keeping up to date with technology is vital in our industry and I am pleased to say all technical staff have maintained manufacturer training over the last twelve months. The whole company has benefitted from partnership working with Philips who extended some specialist data protection training in early 2017. In addition to various on-going training initiatives throughout the company congratulations go to both Dino Peters and James Batchelor who recently completed their CMI Level 3 Management Diploma.

## TESTIMONIALS...

A most rewarding part of our job is when we receive written thanks or commendations - below is just a small example...

*A big thank you to you and the whole team for a superb service which I am sure is a lifesaver.*

*I promised a testimonial so here goes:*

*I cannot speak highly enough of the service provided by Argenti Telecare. After a number of falls in her home, my elderly mother had an Argenti Telecare system installed. Within 24 hours of its installation P had fallen again and I was immediately alerted by the Argenti team that there was a problem.*

*It was equally effective when Pam had further falls although finally she had to be admitted to a Care Home the Argenti system certainly extended the period that she could remain at home with a high degree of security.*

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*Mrs G came through via her lifeline to say how pleased and grateful she was to the nice young man from Red Alert who installed her lifeline equipment and spent extra time and effort to go through and explain each and every item and how to use it. She told me that she's illiterate, so it made all the difference to her. I asked if she could remember his name, but she couldn't.*

*Please would you pass on her thanks to the engineer who attended.*

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*Curtis went to a callout today for a bed sensor that has not been working. It's our third visit and Curtis has visited the last two occasions. Mrs B called me to say how impressed she was with Curtis and how hard he worked to get to the bottom of the fault and how nice he was. She asked if I would pass these comments on to his boss. I would also like to point out that this was also a visit at the end of his diary and even though it was getting late he was more concerned about the client and sorting out the problem with the telecare equipment*

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*I have just received a call from Mrs R, you went out to install some equipment for her last week. She just wanted to say that you were a lovely man and she was extremely happy with the service! She added that one of her friends has also got our equipment and you were also the engineer that installed hers, she said you gave an amazing service too.*

## THE FUTURE

We are currently undertaking the introduction of the quality management system ISO 9001:2015 and expect our initial inspection in June / July; at the same time we are also seeking accreditation to BS EN 13485 to help facilitate processes and procedures in our telehealth operation.

A newly branded website is due to be launched in June 2017; a new marketing strategy aimed jointly at private and public sector and commercial alliances will help us capitalise on our position in the market. Also in June we are formally launching our 'Red Button' private pay service. Working alongside our 'funded' services Red Button will be open to supply a wide range of telecare equipment to private clients and customers.

## THE TEAM

All that you have read, the growth, the successes, the awards and the testimonials are all due to team effort. Nobody is more important than anybody else. Everybody works together 'as one' and for one common outcome; to help and assist those in our society who are vulnerable and in need of support. So on behalf of our clients, customers, service users and patients a big thank you to the Red Alert team.

## CURRENT CLIENTS

LONDON BOROUGH OF LAMBETH

LONDON BOROUGH OF NEWHAM

LONDON BOROUGH OF BARKING & DAGENHAM

THURROCK COUNCIL

HAMPSHIRE COUNTY COUNCIL

ASHFORD BOROUGH COUNCIL

IC24

TUNSTALL

TYNETEC

ARGENTI

DOROCARE

CHUBB

LONDON BOROUGH OF BEXLEY

LONDON BOROUGH OF BROMLEY

LONDON BOROUGH OF SOUTHWARK

LONDON BOROUGH OF BARNET

KENSINGTON & CHELSEA

LONDON BOROUGH OF HOUNSLOW

AID CALL

POSSUM

MEDVIVO

PHILIPS

BRAIN IN HAND

OYSTA