



RED ALERT TELECARE LTD - ANNUAL REPORT 2018/2019

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 quarter 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. The office and admin Teams are led by Office Manager Michelle Fisher and supported by Team Leaders Pippa Pearce and Sallie Biggs and our local and remote stores are managed by Paul Weatherall our Stock Control Manager.

Quality Systems Management is controlled by Dino Peters, who oversees Quality throughout the Telecare organisation. Additionally Dino manages the Red Button/Argenti Private Pay Service which commenced operations in April 2019, as well as managing the development of new Telehealth contracts.

The company now employs over forty staff operating in twenty locations across the country. Regional operations are based in Kent, Hampshire, Wiltshire, Essex & Newcastle.

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 gave us state of the art internet speed and in early 2017 we installed a VOIP telephony system. Our SIP trunk is being upgraded in January 2020. 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.

Commitments/Achievements

2019 has seen a commitment from the company to address Environmental impact and Social responsibility. To this end we have already incorporated a new Environmental Policy which will sit within the Quality Management system of ISO9001 and have made huge strides over the past few years to decrease our carbon 'footprint' on the environment: We utilise best practice around least cost routing for our engineers vehicles using specialist vehicle tracking – mileage, driving attributes such as harsh accelerating, braking and cornering are monitored and reported weekly. We have changed most of our office lighting to LEDs. Waste is disposed of sensitively under WEE regulations; everything possible is recycled. We utilise mains drinking water rather than bottled. Hot water is on demand and not stored. The reduction of 'fuel wasting driving events' - reduced as follows – 2017 2.4 per 100 miles; 2018 1.9 per 100 miles; 2019 1.4 per 100 miles.

We are currently working closely with councils, corporate partners and clients to better understand and therefore effect the overall social responsibility that our services can impact on TECS. This is an ongoing commitment, which will evolve with the ever developing social responsibility ethos and Red Alert Telecare are keen to not only keep abreast of this, but to become an integral part of its development and direction.

April 2019 saw the launch of the Argenti Private Pay service, managed by Red Alert. Substantial time and resources have been utilized and will continue to do so over the coming months to see the e-commerce website being launch in August 2019, which will highlight the link between Hampshire, Barnet and the Private Pay service. We have teamed up with both Cloud Perfect (Zoho CRM specialists) and CSOne (Web developers & Marketing specialists) to help us achieve these goals. Additionally in the coming months we will also be launching our own Private Pay service Red Button Telecare Ltd, which will run along side our normal business and enable an e-commerce site for mainly self-install Telecare anywhere in the UK. This is an exciting time for Red Alert and although this will be run as a separate business, it will be very much a Red Alert venture.

AWARDS

Our partnership working with PA Consulting and Medvivo in the Argenti consortium in Hampshire, Barnet, Essex and Barking and Dagenham 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'.

In November 2017 we achieved ISO9001 & ISO13485 Accreditation and these were both successfully retained in November 2018. March 2019 we achieved accreditation in Cyber Essentials and at the same time we were nominated and selected Finalists in the KEIBA Awards for Excellence in Customer Service.

TSA

As a Platinum accredited company we were 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. This accreditation was retained again in May 2019.

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)						
	Lambeth	Newham	Thurrock	Barking and Dagenham	Bexley	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%	99%	98%	NA	99%	NA
Critical Callouts April 2016 to March 2017 — TSA requirement 9 out of 10 critical calls to resolved within 48 hours	93%	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	98%	98%	100%	NA	99%	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%	99%	100%	100%	100%

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 completed their CMI Level 3 Management Diploma. Due to the ever expanding scope of TECs new course requirements are added on a regular basis, either by clients or by ourselves, thus ensuring the CPD (continuous professional development) of our workforce and the adaptable approach we take to better service our clients requirements.

TESTIMONIALS...

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

I received some more good feedback for Mo and myself today. The service user's wife called me today as she struggled to open her keysafe to put the keys in. I talked her through it over the phone, and she was really grateful. After that she said how nice Mo was on the install and how calm, patient and kind I have been in all of our contact. She also said how nice it has been to speak to calm and helpful people, and that it is unusual! Laura Area Co-ordinator

More great feedback for Billy. The client and her son were very happy with the visit. He is a very polite young man, was no trouble and the visit went perfectly. Well done Billy! 😊

Yesterday I received some cracking feedback for Tesfa. The client's daughter said he was "wonderful, patient and a gentleman. Red Alert should be happy to have people like him working for us".

We have worked with Red Alert Telecare as our service delivery partner for past 5 years on our award-winning contract in Hampshire, where together we have supported over 16,000 people to live safer and more independent lives. The professionalism and outcome-focused delivery that we see across their whole team sets them apart from other organisations. There is a culture in Red Alert of seeking to do the right thing for the customer, which is set at the top and is apparent throughout the teams in their office and out in the field. The targets we have set for them are consistently achieved and as importantly, they have always demonstrated a willingness to respond when new challenges have emerged.

As a direct result of the great work they have done for us in Hampshire, we have extended our relationship and they now support our care technology programmes in Barnet, Essex and Barking & Dagenham. Each of these contracts has required us all to work hard together to ensure both growth and more importantly high quality customer service and support. Red Alert have responded superbly to these challenges and we look forward to working with them on new contracts as they come on stream.

Steve Carefull Director PA Consulting Group

THE FUTURE

We are currently undertaking the introduction of the information security management system ISO 27001 and expect our initial inspection late 2019, this will not only help us formalise and streamline the processes and procedures we currently use to process the data we handle, but will enable us to better secure the data throughout its full path.

We are looking into freshening up the website in late 2019; 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 late 2019 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 BEXLEY

LONDON BOROUGH OF NEWHAM

LONDON BOROUGH OF BROMLEY

LONDON BOROUGH OF BARKING & DAGENHAM

LONDON BOROUGH OF SOUTHWARK

THURROCK COUNCIL

LONDON BOROUGH OF BARNET

HAMPSHIRE COUNTY COUNCIL

KENSINGTON & CHELSEA

ASHFORD BOROUGH COUNCIL

LONDON BOROUGH OF HOUNSLOW

PA CONSULTING

AID CALL

LONDON BOROUGH OF GREENWICH

POSSUM

DOCOBO

MEDVIVO

ARGENTI

SENTRIKEY

OYSTA

EVERON

PPP TAKING CARE

ESSEX COUNCIL