

# London Carelines: Benchmarking Report

## Quarter 1 (April - June) 2005/06



Standards/activity								Lewisham	Merton				Average
<b>1 Call answering – response times &amp; usage</b>													
	No of incoming alarm calls	24,969	N/av <sup>(1)</sup>	5,267	28,558	22,375	27,808	32,488	30,281	5,103	14,447	10,291	20,159
	% answered within 30 secs (80% target)	96.25	N/av	93.99	95.3	98.0	97.02	85.5	86.11	98.62	99.3	94.64	93.87
	% answered within 60 secs (98.5% target)	99.01	N/av	97.16	98.5	97.0	99.15	94.0	93.59	99.56	99.8	97.87	97.56
	Average accept time in seconds	N/av	N/av	N/av	8.2	12.0	N/av	N/av	N/av	9.01	4.13	N/av	
	No of calls made per connection	9.1	N/av	2.6	5.9	7.1	11.9	8.7	9.7	0.9	4.1	3.2	6.3
<b>2 Visits</b>													
	No of emergency visits (visiting services only)	71	775	479	948	612	180	669	249	N/a	N/a	154 <sup>(2)</sup>	497
	No of emergency visits per connection (ditto)	.02	.13	.23	.20	.19	.07	.18	.08	N/a	N/a	N/a	.13
	No of visits—to install, check, collect alarms	248	390	292	795	172	240	269	146	193	N/av	347	309
<b>3 Prompting people to test alarms</b>													
	No of contacts made to prompt test	13	147	0	947	350	500	1,325	350	623	0	0	531
<b>4 Installations</b>													
	No of referrals for service	35	135	174	246	138	105	110	105	147	50	N/av	124
	No of dispersed installations	70	135	162	190	99	87	101	78	104	36	31	99
	Security sensors inst (PIR,Smoke,Bogus)	0	0	1	206	0	18	0	0	42	0	0	
	No of telecare sensors installed	0	0	12	0	4	0	0	3	1	0	0	

<b>Standards (cont)</b>	<b>Bar &amp; Dag</b>	<b>Bromley</b>	<b>Croydon</b>	<b>Greenw'h</b>	<b>Havering</b>	<b>Hounslow</b>	<b>Lewisham</b>	<b>Merton</b>	<b>Redbri'ge</b>	<b>Westmin</b>	<b>Wyc'mbe</b>	<b>Average</b>
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<b>5 No of connections</b>													
No of dispersed alarms – in borough		1,779	1,963	835	3,093	1,509	1,303	1,489	1,469	1,641	1,569	572	1,565
No of dispersed alarms – out of borough		0	0	0	178	0	18	2	85	227	0	0	
No of sheltered – in borough		956	59	1,200	1,508	1,620	980	2,167	399	2,146	1,961	2,671	1,333
No of sheltered – out of borough		0	0	0	40	0	14	87	1,166	1,457	0	0	
<b>Total connections</b>		<b>2,732</b>	<b>2,022</b>	<b>2,035</b>	<b>4,819</b>	<b>3,129</b>	<b>2,315</b>	<b>3,745</b>	<b>3,119</b>	<b>5,471</b>	<b>3,530</b>	<b>3,243</b>	<b>3,287</b>
No of connections as a % of total (100%)		7.6	6.0	5.6	13.3	8.6	6.4	10.3	8.6	15.1	9.7	9.0	9.0
No of people aged 75+ <sup>(3)</sup>		12,100	24,600	20,300	13,900	19,000	11,000	13,000	11,900	16,200	10,200	N/av	15,220
Connections as a % of those aged 75+ (%)		22.6	8.2	10.0	34.6	16.5	21.0	28.8	26.2	33.7	34.6	N/av	23.6

<b>6 Charges</b>													
Weekly charge for dispersed-Non-visiting (£)		3.48	2.95	2.50	4.50	4.00	3.08	1.68	4.39	2.75	2.98	4.14	3.31
Weekly charge for dispersed -visiting (£)		3.48	5.70	4.65	4.50	4.00	4.62	3.89	6.52	N/av	N/av	N/av	4.67
Proportion of people <sup>(4)</sup> aged 65+ living on benefit		40.3	19.2	26.1	39.7	21.2	35.3	40.7	29.1	29.1	26.8	N/av	30.75
Rank of Council, where 1 = most disadvantaged <sup>(5)</sup>		40	335	208	42	316	81	36	146	148	192	N/av	154

<b>7 Staff : client ratio</b>													
Non-visiting service										1:420	1:353	1:295	1:356
Visiting service		1:195	1:224	1:254	1:283	1:158	1:154	1:222	1:259				1:218

1. Bromley does not have its own call centre

2. Visiting service provided to sheltered tenants only

3. + 4. + 5. Source: CPA - August 2004. Rank of Council applies to England and Wales

N/a = Not Applicable      N/av = Not Available

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