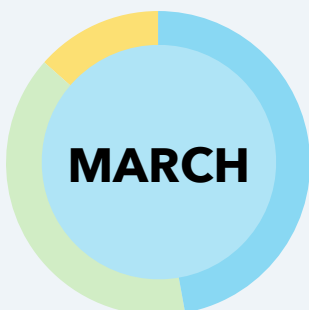
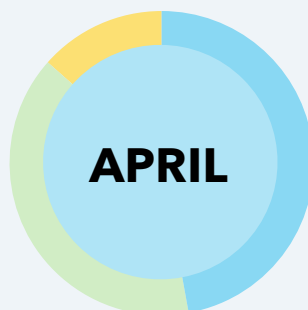


# Community Alarm & Telecare Survey 2017

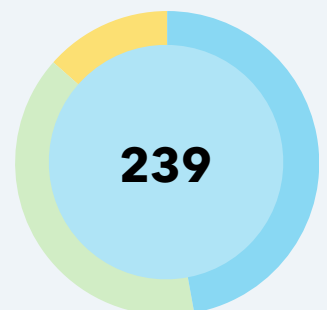
Report prepared for: Operations Management Service



Sent to respondents



Deadline: 07/04/17



Responses received

Please contact Adama Roberts or Craig Salmon in the Policy, Performance & Governance Team should you require more information on the Community Alarm & Telecare Survey Report 2017  
Email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)



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# Summary of main findings

Done!

May

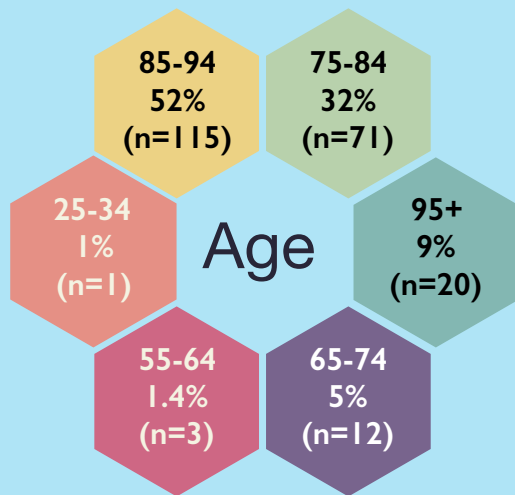
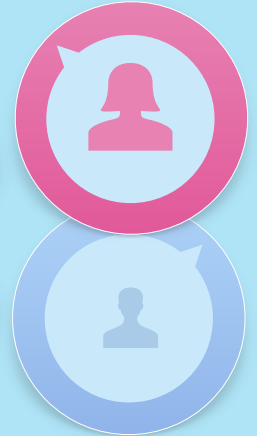
April

March

The survey ran from March to 07 April 2017. The survey was available in paper format only. It was sent to 850 servicer users. A total of 239 responses were received (response rate = 28%)

74% (n=162)

26% (n=58)



None of the respondents were aged 45-54, 35-44 or 16-24. Slightly over five in ten were British white 57% (n=125), followed by English white 33% (n=73). Nine in ten respondents said that they are Christians 91% (n=190) and 65% (n=146) are widowed while 56% (n=119) stated that they had a disability.

## Service Setup



### Community Alarm & Telecare Service Aspect

**Quality of equipment:** 60% ticked very good, 36% good, 3% ok, none of the respondents ticked poor

**Value for money:** 44% ticked very good, 37% good, 18% ok, 1% poor. None of the respondents ticked very poor

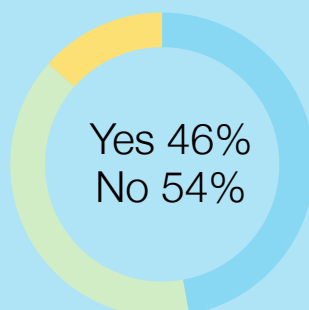
### Helpfulness of installer:

70% ticked very helpful, 25% helpful, 4% ok, very unhelpful 0.4% and none of the respondents ticked unhelpful

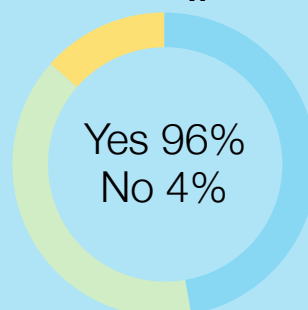
### Helpfulness of office staff:

67% ticked very helpful, 27% helpful, 7% ok and none of the respondents ticked poor or very poor

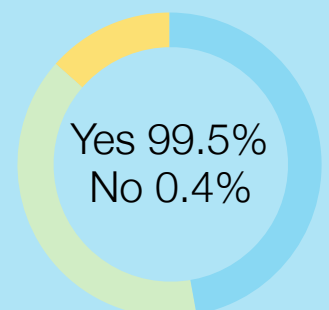
### Pendant usage for emergency



### Satisfaction with service & help provided by monitoring team



### Would you recommend us?





# Objectives & methodology

The survey was conducted by Epsom & Ewell Borough Council on behalf of its Operational Services team. The team is responsible for ensuring the Community Alarm and Telecare service offers a good service and customer satisfaction. This survey seeks to inform the Operational Services team on how to improve the service further.

## **Questionnaire Development:**

The questions were developed in liaison with the Operational Services team and the Assistant Community and Wellbeing Services Manager. Subject areas include:

- Ease of service setup
- Quality of equipment
- Value for money
- Helpfulness of installers
- Helpfulness of the office staff
- Pendant usage for emergency
- Satisfaction with service and help provided by monitoring team
- Telecare equipment installed
- Recommendation to family and friends
- Additional comments.

## **Methodology:**

The survey ran from March to 07 April 2017 - a period of three weeks.

Overall, 850 copies of the survey were sent to Community Alarm and Telecare service users. A total of 239 survey responses were received (response rate=28%).

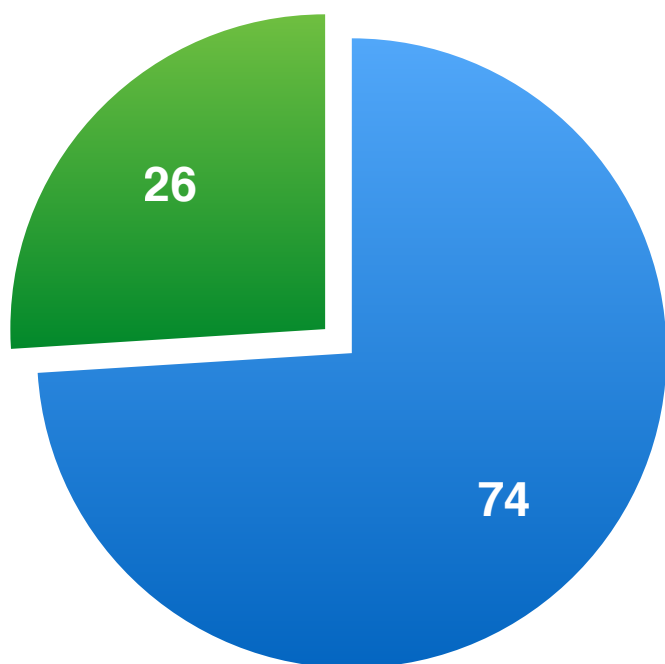
Responses to the questionnaires were sent to an outside agency for data inputting, then imported into the survey design and analysis package (SNAP v11). The results were analysed by the Council's Policy, Performance & Governance Team.

The figures in this report are calculated as a proportion of respondents who answered each question – excluding No Reply responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent is allowed to give more than one answer to the question.



# Respondent's Demography & Equalities Monitoring

● Male (n=58)      ● Female (n=162)



## Age and gender:

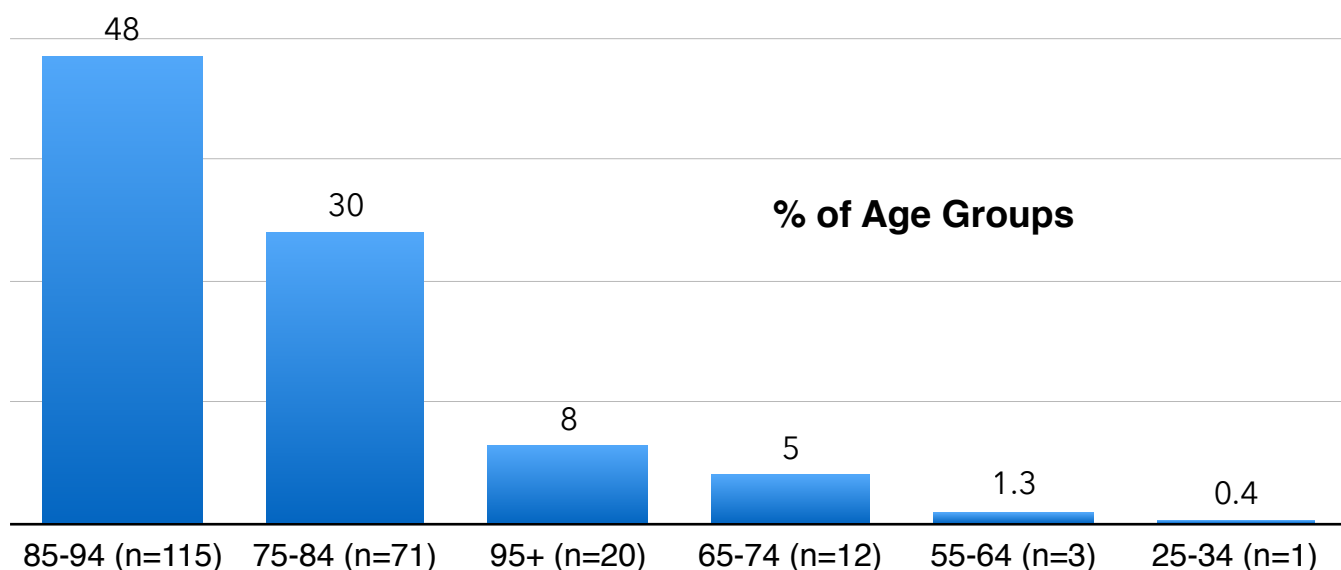
Respondents were asked their gender and age group. The majority of respondents were female 74%, (n=162) and 26% (n=58) were male. Overall, 98% (n=209) of respondents stated that their gender is not different from the sex they were assigned at birth while 2% (n=4) ticked yes.

Over half of respondents (61%, n=135) were over 85 years old – including 20 respondents over 95 years old.

## Sexuality and disability:

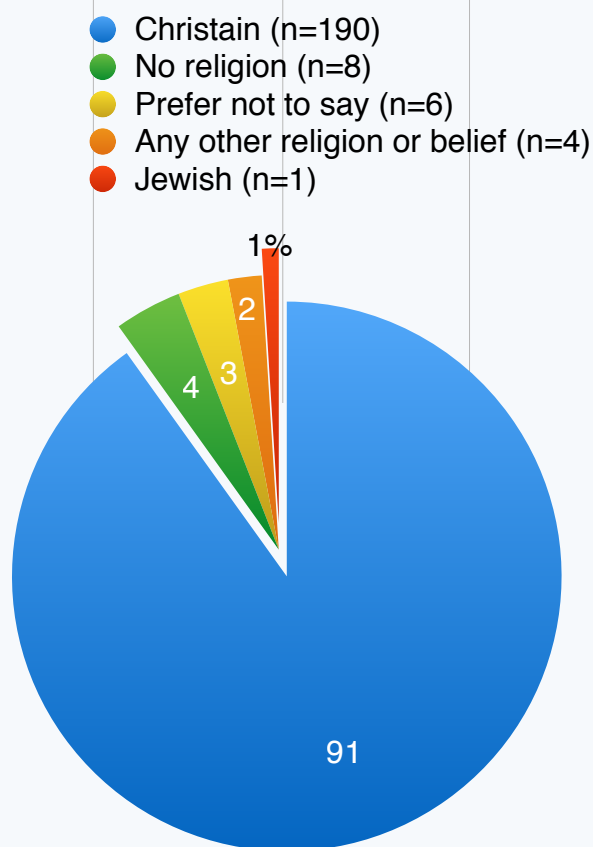
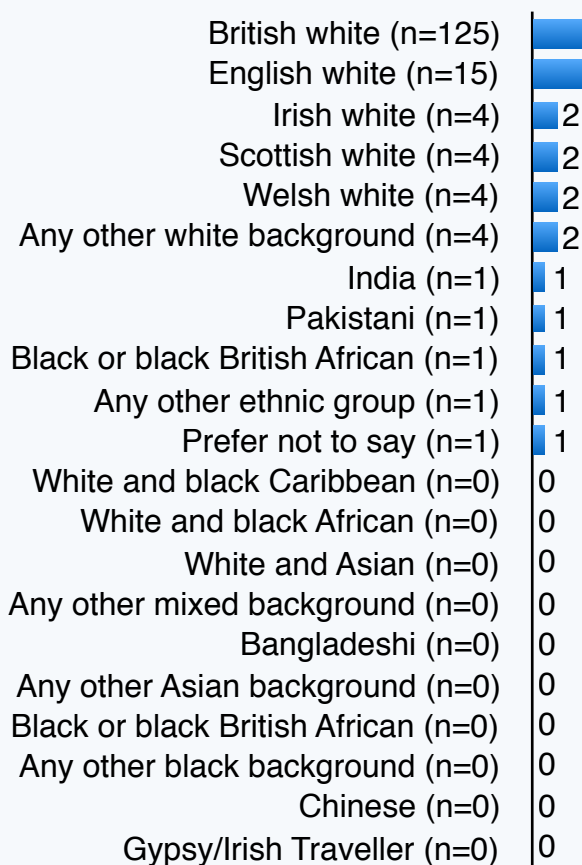
Nearly eight in ten respondents said they were heterosexual/straight 96% (n=182) a further 3% (n=6) ticked prefer not to say and 1% (n=1) ticked gay.

The majority of respondents stated that they had a disability 56% (n=119) while 44% (n=93) ticked no.





# Ethnic group, Religion or Belief & Marital Status



Respondents were asked their ethnicity, religion or belief and marital status.

The majority of respondents were British white 57%, nine in ten respondents were Christian 91% and 65% were widowed.

**65%**  
(n=146)

**Widowed**

**17%**  
(n=38)

**Married/Civil  
partnership**

**13%**  
(n=29)

**Single**

**5%**  
(n=10)

**Widowed**

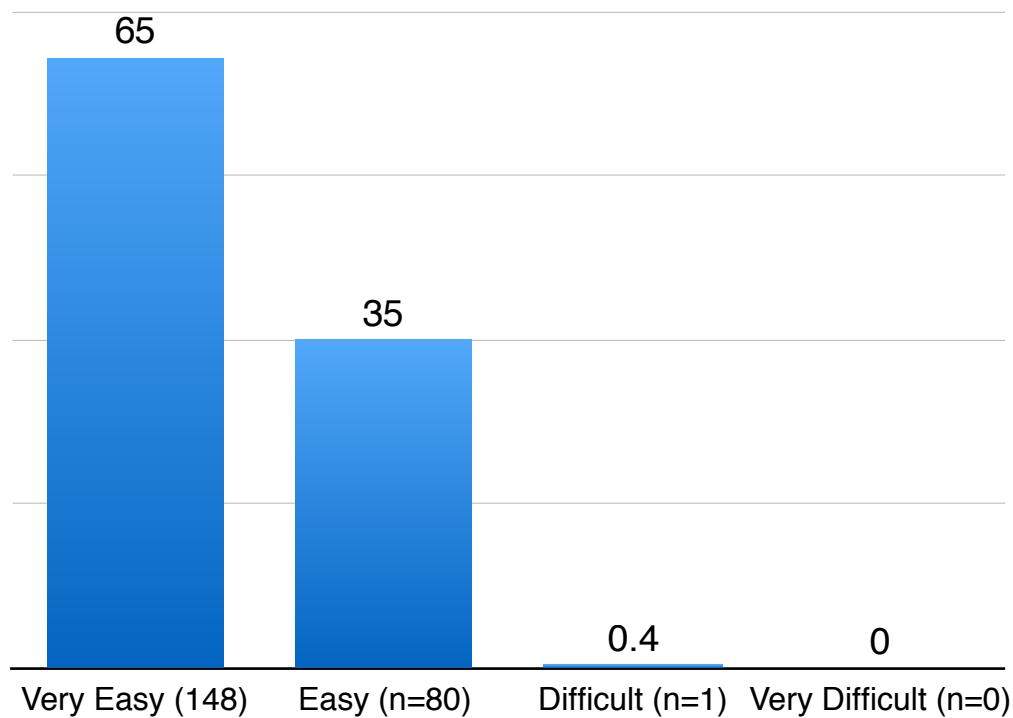
**None**

**Separated**



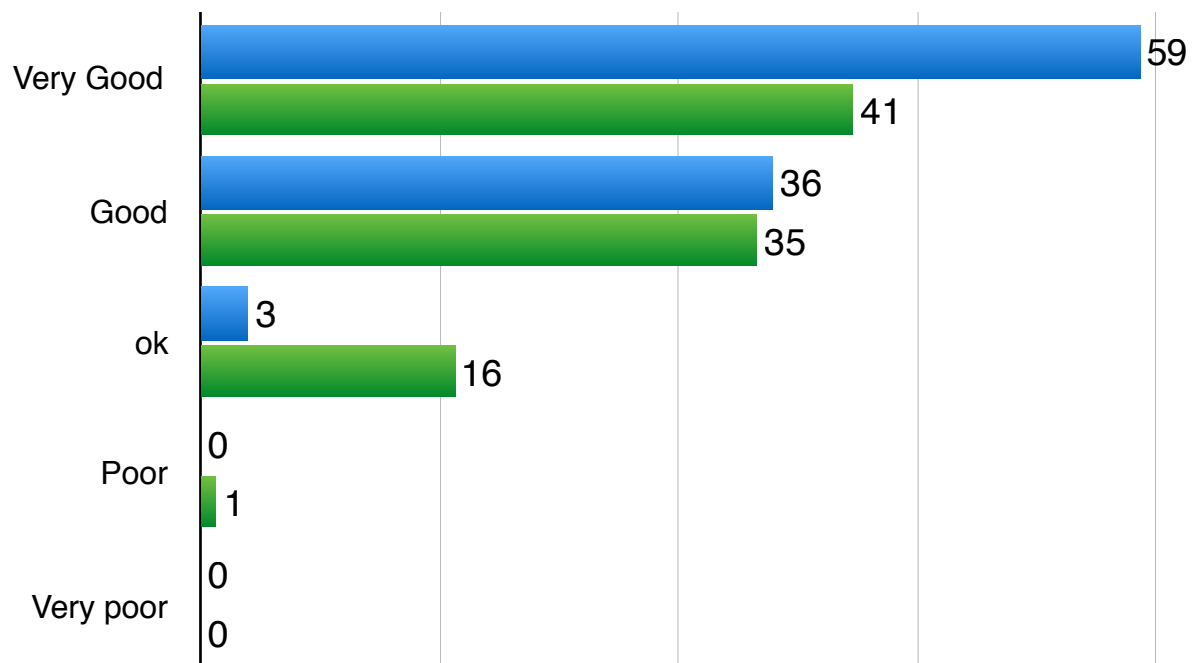
# Analysis of Results

■ % How easy was our service to setup?



■ % Quality of equipment

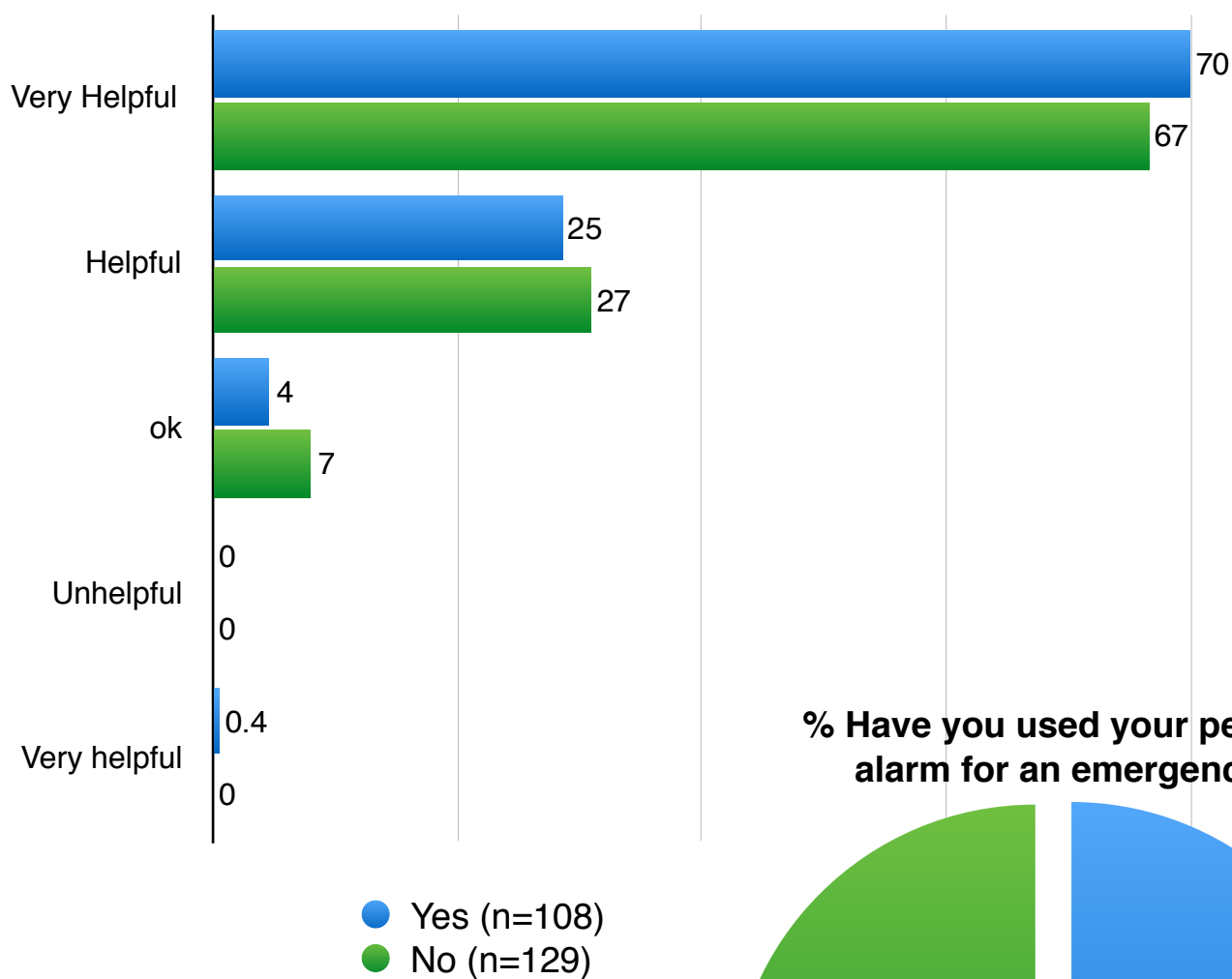
■ % Value for money



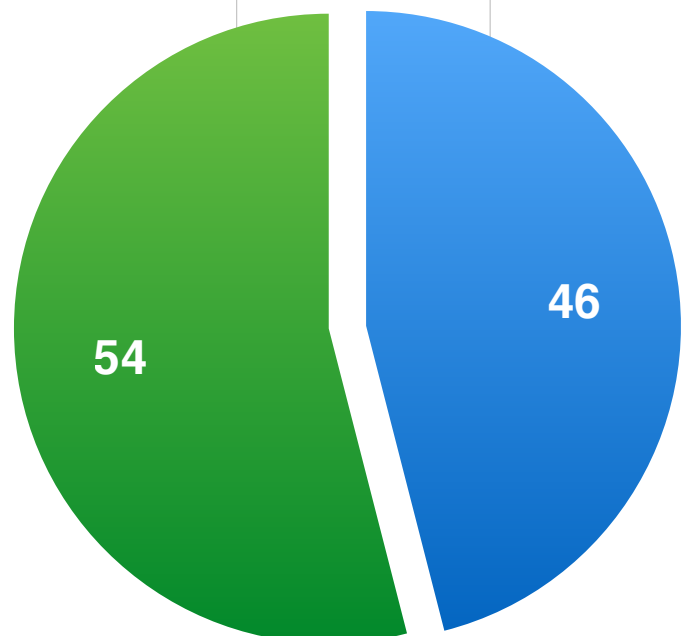


# Analysis of Results

- % How helpful was the installer during the installation of your alarm equipment?
- % If you called our office how helpful were we? (not the monitoring centre who take the emergency calls)



## % Have you used your pendant alarm for an emergency?

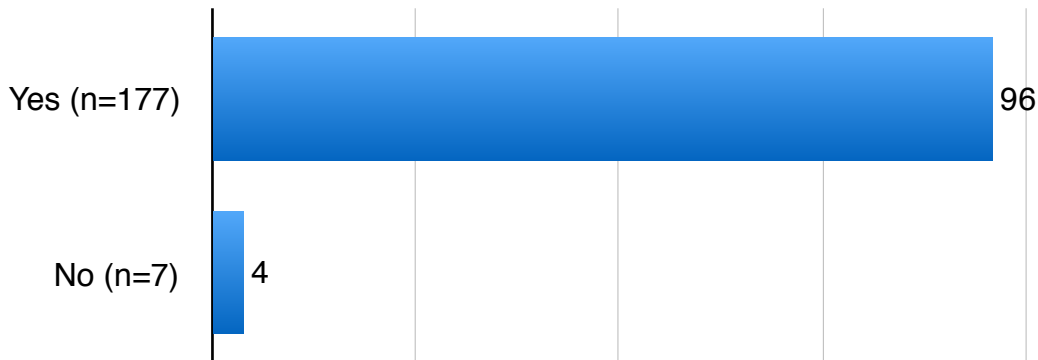


The majority of respondents 70% (n=163) find the installers helpful and 54% (n=129) have not used their pendent alarm for an emergency.

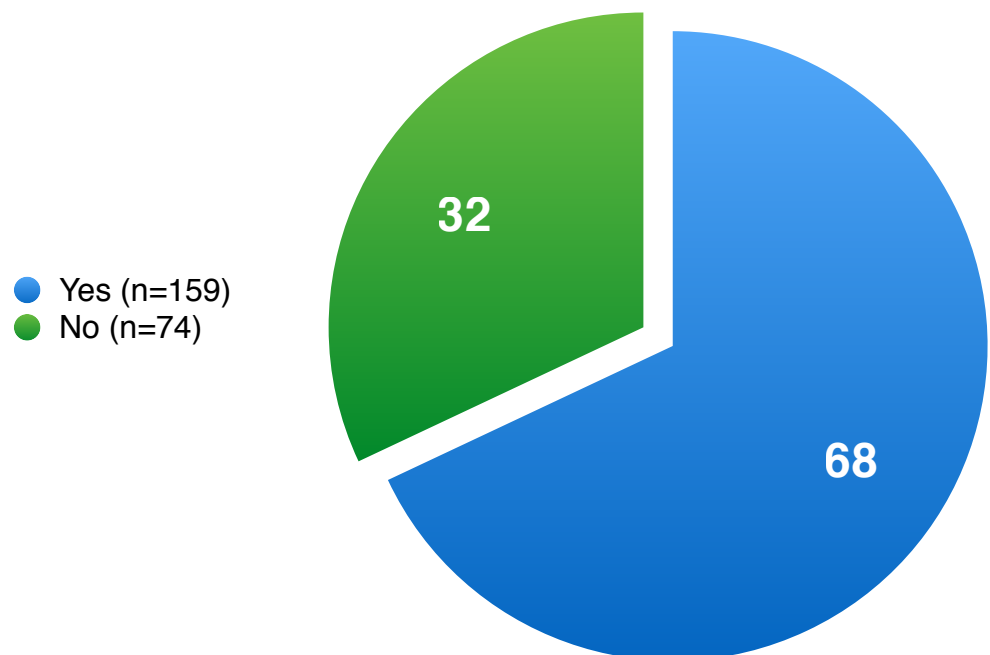


# Analysis of Results

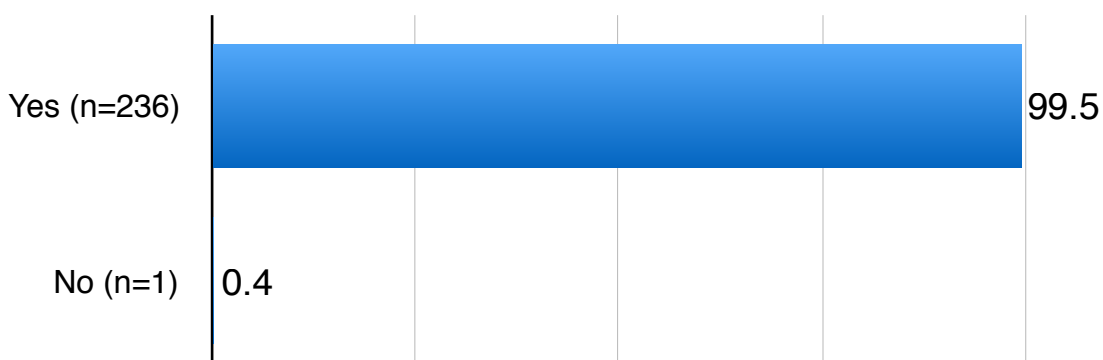
## ■ % Were you satisfied with the service provided by our monitoring team?



## ■ % Do you have any telecare equipment installed? (i.e. linked smoke alarms, bed sensors, falls sensors)



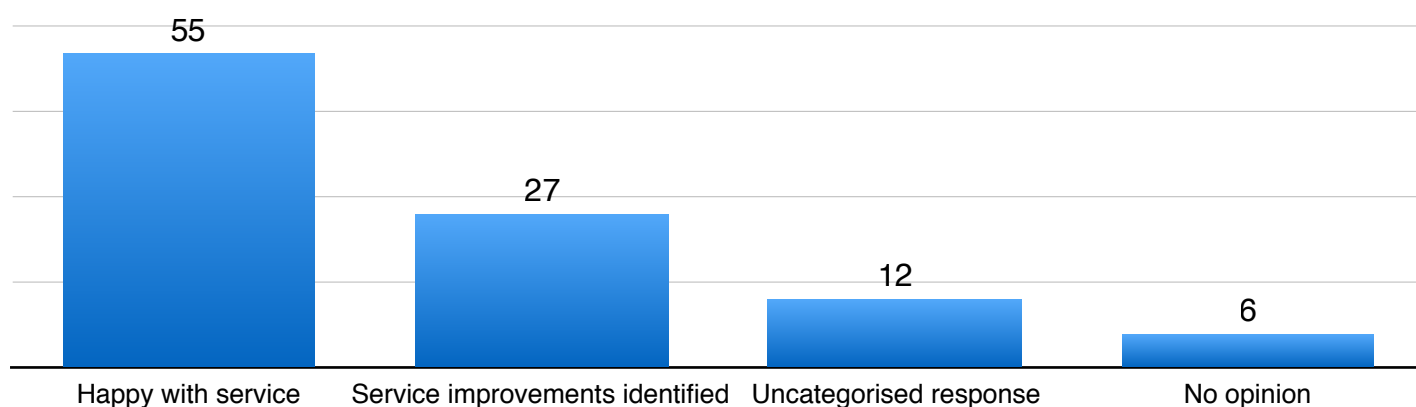
## ■ % Would you recommend us to family and friends?





# Analysis of Results

## Additional Comments



### Additional Comments (Base: All responses=33)

Theme:	Examples:
Happy with service 55% (n=18)	<ul style="list-style-type: none"><li>• Excellent service. Gives family peace of mind. All staff helpful and very caring.</li><li>• Helpful team when alarm pressed by accident.</li><li>• Very prompt response when requested.</li><li>• I find this service very helpful and reassuring.</li></ul>
Service improvements identified 27% (n=9)	<ul style="list-style-type: none"><li>• If for some reason the phone goes wrong, as mine did recently, the alarm goes off continually but no one comes to see why. Mine went off all day and I had a voice continually telling me my alarm was working.</li><li>• Took a long time to contact you when the telephone was out of action. I pressed buttons and an engineer happened to hear. A squirrel had bitten through telephone wire outside.</li><li>• May I suggest that, since you know when phone/electricity is cut off, you could contact the persons nominated by the buyer by some other means, e.g. via one of your coach drivers?</li><li>• Maybe some advice on how regularly (if at all) the alarm should be tested, e.g. once a month.</li><li>• We did try a fall detector instead of a pendant alarm but it was too sensitive and gave out several false alarms in one day.</li></ul>
Uncategorised response 12% (n=4)	<ul style="list-style-type: none"><li>• This alarm is for my mother, I usually test it when I am over to see her.</li><li>• I do not have a registered disability but problems relating to arthritis, etc., causes poor and limited mobility and co-ordination.</li></ul>
No opinion 6% (n=2)	<ul style="list-style-type: none"><li>• Q3 - Do not know, wasn't present.</li><li>• No comments.</li></ul>



# Conclusion

To conclude, slightly over five in ten were British white 57% (n=125), followed by English white 33% (n=73). Nine in ten respondents said that they are Christians 91% (n=190) and 65% (n=146) are widowed while 56% (n=119) stated that they had a disability.

It's worth noting that the majority of respondents to the survey 65% (n=148) stated that the service was very easy to setup, a further 35% (n=80) ticked easy, 0.4% (n=1) ticked difficult and none ticked very difficult. Overall, 96% gave a favourable response regarding the quality of the equipment (very good 60% n=142; good 36% n=36). A further 3% (n=8) ticked poor and none of the respondents ticked very poor.

Eight in ten respondents gave a favourable response 81% (very good 44% n=99; good 37% n=83) when asked to rate the value for money aspect of our Community Alarm and Telecare Service. The majority of respondents have not used their pendants for an emergency 54% (n=129).

When asked if they were satisfied with the service and help provided by our monitoring team, 96% (n=177) ticked yes and a further 4% ticked no (n=7). Overall, 68% of respondents have telecare equipment installed for example linked smoke alarms, bed sensors, fall sensors etc. The majority of respondents 99.5% (n=236) would recommend the service to family and friends.

The results of the survey is very positive however, it's worth noting that under additional comments, service improvements areas have been identified by respondents such as the phone going wrong and setting off the alarms continually, time taken to get hold of someone when contacted, advise on how regularly the alarm should be tested etc. These could be quick fixes that could further improve customer satisfaction when an action plan is draw and implemented. Overall, respondents are happy with the service.