

The benefits of manufacturer service contracts

The challenge

Rochdale Boroughwide Housing's (RBH) Supported Housing Team provides a range of services to older and potentially vulnerable people across Rochdale to support them to live safely and independently. The team manages 26 sheltered housing schemes across the borough, which are home to over 1200 older people. It offers a clustered support service to people living in or near sheltered schemes, with daily or weekly check visits, a regular support review, a monitored community alarm and an out of hours responder service.

What are the benefits of placing its community alarm service contract with the original equipment manufacturer?

What we did

Rochdale Boroughwide Housing and Tunstall have been working together for 20 years, installing and servicing community alarm systems and telecare solutions throughout the community. The 26 sheltered housing schemes have either Tunstall Communicall Vision or Communicall Connect community alarm systems installed, door entry systems linked to residents' TVs and some have additional telecare devices.

Wardens are onsite at the schemes from Monday to Friday during working hours, but may cover multiple sites. The community alarm systems give RBH the ability to deploy staff flexibly, as wardens are able to quickly and easily switch the alarm system to offsite status, enabling the response centre to monitor any calls from the scheme in their absence.

Tunstall provides a dedicated engineer service, whereby whenever possible the same engineer will visit each scheme, enabling them to gain a thorough understanding of the scheme, its equipment and needs of the customer. This ensures better communication and swift and effective resolution to any system failures.



The contract includes a maximum response time, where engineers will attend site within 24 hours to address any faults with the community alarm or door entry systems, except in the case of high priority faults, which are responded to within 4 hours.

Highlights

- KPI performance levels consistently at 95%
- Tenants report 97% satisfaction with Tunstall services
- Specialist engineers give complete confidence
- Dedicated engineers deliver improved service
- Stock profiled to match schemes serviced

“The safety and wellbeing of our tenants is of paramount importance to us. In my view the best way of protecting this is to place the care of our community alarm systems in the hands of the people who made them. No one else can offer the same level of expertise, ensuring any faults are repaired as quickly as possible, safeguarding our tenants.”

Peter Smith, Support and Independence Manager, Rochdale Boroughwide Housing



Case study: Connected Care

Results

Strong working relationships have been established at management and operational levels throughout both organisations over the 20 years they have been working together. Wardens and engineers have developed a good rapport, and the management of the contract is approached in a spirit of honesty and cooperation which ensures any issues are resolved swiftly and praise is given where it's due. Both organisations communicate well, contributing to continuously improving service delivery.

Tunstall's performance is measured on a regular basis with contract management Key Performance Indicators issued every month forming part of RBH's internal reporting process. KPI performance levels for **Contract Met are consistently at 95%**, and the organisations are working together to improve this standard even further. Quarterly onsite meetings are also held to review operations including performance in the field and any required works outside the scope of the contract.

RBH undertakes an annual tenant survey, which includes questions regarding tenant satisfaction with the community alarm service. The response from tenants in the 2012/13 survey indicated a **97% satisfaction level**.

As original manufacturer of the community alarm equipment, and developer of the PNC monitoring centre software used by Tunstall Response on behalf of RBH, Tunstall engineers have the advantage of a high level of knowledge of the system from end to end, enabling them to resolve faults wherever they originate.

This unique position as original equipment manufacturer also ensures that engineers undertake repairs and maintenance using genuine, new Tunstall parts, and have access to the latest software upgrades. We also ensure stocks carried by engineers are profiled to match the RBH schemes in their local area, supporting a high level of first time fix.



“ Tunstall engineers know our schemes inside out, and I have complete confidence in them. Our relationship is such that I know I am able to pick up the phone for advice at any time, whether it's regarding service issues or for practical guidance on capital investment work.

Peter Smith, Support and Independence Manager, Rochdale Boroughwide Housing

Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

t: 01977 661234 e: enquiries@tunstall.com w: tunstall.co.uk [@TunstallHealth](https://twitter.com/TunstallHealth)

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