Helpline Newsletter
Your link to the people who care
SUMMER 2010

Legs Go!

On 26th June 2010 the Legs Go! Team, which included Loraine Simpson (Head of Customer Services), Karen Bland (Control Centre Manager) and Beverley Swift (Control Centre Operator) (above, left to right) completed the 50 mile Megahike challenge. This was a fantastic achievement starting at 04:38 (sunrise) and walking on the hottest day of the year so far to finish at 2 am. Completing the challenge in 21 hours and being the first all female team to cross the finish line. The team has raised over £2,000 for Medequip4kids which is a charity providing hospital equipment for children.

Which telephone provider are you with?

There are an increasing number of companies providing telephone services, such as BT, Sky, Talk Talk and Virgin. We want to make sure they are all compatible with your Helpline unit. In order for us to ensure you continue to enjoy the security of your Helpline, when you next test your pendant, please tell us which telephone supplier you currently use. If you are thinking of changing your telephone provider, please give us a call on 0800 083 7541, or let us know when you next test your pendant.

Receive a £10 High Street Voucher for every friend that you introduce!

Are you happy with your Helpline and the service that we provide? If you are, why not introduce a friend to the service?

It's a great deal for both of you. If your friend joins the service for a minimum of three months, here's what you will get:

For you...

A £10 High Street gift voucher

For your friend...

A £10 High Street gift voucher

It's easy to introduce your friend and will take just a few minutes. Please remember to get your friend's permission before contacting us. You can either:

- Press your pendant and tell us your friend's details
- Ask your friend to phone us on 0800 083 7541 or email helpline@newfyldehousing.co.uk

Remember to test your Helpline pendant each month by pressing the button and speaking to an Operator in our Control Centre.

Do you have a KeySafe?

If you have a KeySafe, our operators will be asking you to confirm your KeySafe code when you make your monthly test call. This will ensure that in the unlikely event of an emergency we are providing the correct number to the emergency services to enable them to gain access to your property. If you are not already a KeySafe customer, you can find out more about this service by calling us on 0800 083 7541.

Safeguarding adults

Everyday abuse of adults goes unreported. Did you know that local authorities, police, and NHS agencies involved with adults who might be at risk from abuse, have procedures in place that encourage reporting of suspected abuse, and take action to stop abuse.

If you would like more information, please press your pendant, or telephone 0800 083 7541 and ask for the leaflet 'Safeguarding adults who may be at risk'.

Are you over 60?

Lancashire County Council's Welfare Rights service has published a booklet '60 plus benefits for you', which explains which benefits are available to people aged 60 and over.

The booklet also explains how you can access help with travel related expenses, household costs, health matters, support in your home and other useful information.

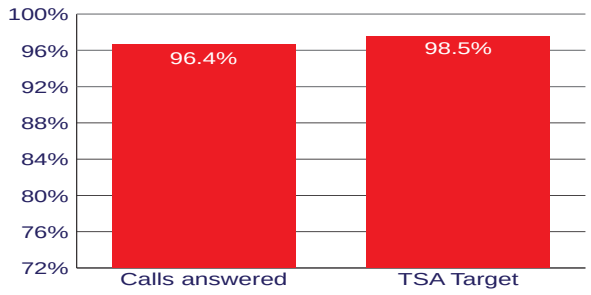
If you would like a copy of the booklet, you can telephone Welfare Rights on 01772 533504 or write to them at: Welfare Rights Service, FREEPOST, Preston, PR1 8BR (you don't need a stamp).

You can also download it at:
www.lancashire.gov.uk/corporate/web/viewdoc.asp?id=50964

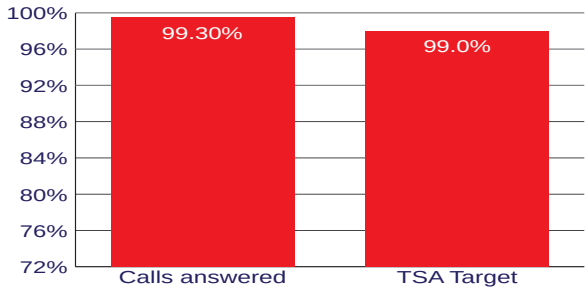
Answering phone calls

Between April 10 and June 10, our team answered 57,986 calls.

Calls answered within 60 seconds: 96.4%



Calls answered within three minutes: 99.3%



Our targets for 2009/10

We aim to answer:

- 98.5% of calls within 60 seconds
- 99% of calls within three minutes