



Protect yourself against carbon monoxide poisoning



Carbon monoxide is a potentially lethal gas emitted by faulty gas and solid fuel appliances such as boilers or fires. It is odourless, colourless and tasteless, which makes it very difficult to detect. On average in the UK, there are over 200 reported casualty admissions and one fatality a week as a result of carbon monoxide poisoning.

By installing a carbon monoxide detector, you can minimise this risk considerably. The sensor will detect the build up of dangerous emissions and will alert our Control Centre allowing appropriate action to be taken.

As a Lifeline customer, we can install a carbon monoxide detector in your home for just £1.00 per week. This will include the installation, monitoring and maintenance of the detector. For more information, or to book an installation, please telephone us on 01772 450600.



If you are a Telecare customer, you can ask Lancashire County Council Adult Social Care about having a carbon monoxide detector as part of your Telecare package. You will need to ring them on 0845 053 0009.

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

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

Are you happy with your Lifeline and the service 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...

FREE Lifeline installation (worth up to £25)

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 01772 450600 and remind them to mention your name.

Free fire safety check

The best way to save a life is to prevent a fire in the first place, and homes across the County are benefiting from Lancashire Fire and Rescue's Home Fire Safety Checks. The checks involve a crew visiting your home and giving advice, as well as fitting smoke alarms where necessary. Any resident within Lancashire can request one. They are completely free of charge and include:



- A FREE 10-year smoke alarm supplied and installed where necessary.
- Life saving advice in the event of a fire in your home.
- How to make a fire escape plan for you and your family.
- Practical advice on identifying fire hazards in the home.

All home fire safety checks are carried out by employees of Lancashire Fire & Rescue Service who will show identification.

To obtain a home fire safety check, please contact the Fire Service by calling Freephone number 0800 169 1125 or enter your details at <http://www.lancsfirerescue.org.uk/fire-safety-check/>

If you already have a smoke detector installed in your home, it is important to clean it at least once a year to keep the vents free from dust so that smoke can be detected effectively.

Tips for cleaning your smoke detector

- Vacuum the outside of the smoke alarm using the brush or nozzle attachment of the vacuum cleaner, ensuring you clean the vents thoroughly.
- The outside of the smoke detector can be wiped with a damp cloth.

Annual Report 2009-2010

We have been operating a Lifeline and Telecare service for 27 years and currently employ 28 members of staff to provide an emergency alarm installation, maintenance, monitoring and response service 24 hours a day, 365 days a year.

In 2009 New Fylde Housing joined Progress Housing Group, and as a result, we now provide a monitoring service to an additional 5,500 Helpline customers. The partnership has also enabled us to work closely together to improve both services.

We now have nearly 10,000 customers across Fylde and Wyre, and Central Lancashire. These range from customers with alarm units to those with Telecare sensor packages. We also

provide monitoring services for residents living in sheltered accommodation.

We are proud to deliver a service to reflect our customers' wide range of needs. We adopt personal approaches for individual customers and we use facilities such as Language Line and Type Talk. Opposite you can read about some of our achievements of the last year and other ways that we are working to improve your service.



Celebrating our success

In 2009/10, we handled over 200,000 calls, of which 12,239 were life critical calls. In addition, 1,300 new customers registered for our service.

Retained TSA Accreditation



The (TSA) is the representative body for the Telecare industry in the UK and the TSA code is an assurance of quality.

When you receive services from a code accredited organisation you can be sure that they have your best interests in mind.

To become code compliant, organisations need to have detailed procedures covering all aspects of their operations, and demonstrate that service delivery is in accordance with these procedures. Independent audits lead to appropriate service providers being awarded 'code compliance', a process which is repeated on an annual basis.

We are proud to have successfully achieved the Telecare Services Association (TSA) Code of Practice accreditation for three consecutive years demonstrating our commitment to providing the best service to our customers.

Equipment upgrade programme

Over the past year, we completed our work to replace over 750 Lifeline and Helpline units in customers' homes. This is to make sure that all units will continue to work properly once BT has completed the upgrade of its UK communications network.

Keysafe service continues to grow

Following the introduction of our keysafe installation service in December 2009, we have installed 43 keysafes in the period December 2009 - March 2010.

A key safe provides a secure and convenient way to store a spare key, which will enable our Emergency Mobile Warden or the emergency services to gain access to homes quickly in the event of an emergency.

Emergency Mobile Warden Service



In early 2010 we extended our 24 hour, 7 days a week Emergency Mobile Warden Service to our Helpline customers.

In the event of an emergency, the Emergency Mobile Warden attends a customer's home and will stay with the customer until help arrives if the emergency services are required. Last year, the team attended 173 customers who had activated their alarms.

In addition, last year we further trained our Emergency Mobile Wardens to provide an emergency equipment replacement service.

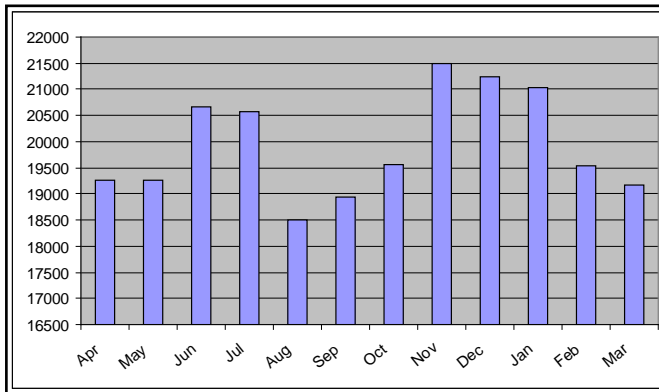
Responding to your feedback

Thanks to your feedback about our service, we continually review our procedures and undertake further staff training to ensure that services are constantly improving.

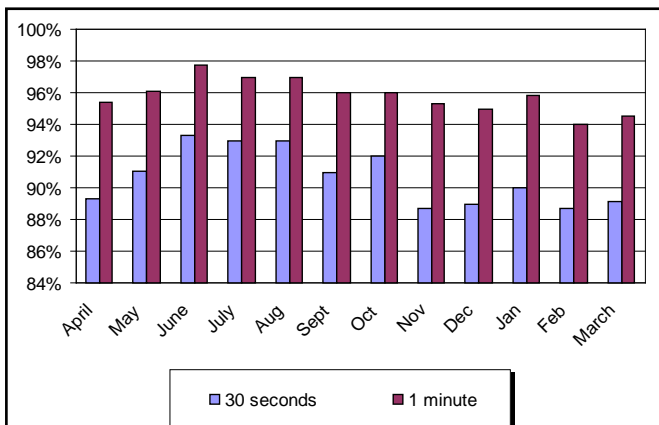
How are we performing?

Answering phone calls

We handled almost 240,000 calls between April 2009 and March 2010, an average of 20,000 calls a month.



Percentage of calls answered within 30 seconds and one minute



Telecare Services Association targets for 2009/10:

- 80% of calls within 30 seconds
- 96.5% of calls within one minute

We achieved an average of 90.8% in 30 seconds and 96% in 1 minute

Improving our service

We are continually reviewing and developing our services to exceed the expectations of our customers. This is what we are aiming to achieve in the next year:

- Improve our 2010/2011 performance targets to achieve the revised TSA requirements introduced this year:
 - Answer 98.5% of calls within 60 seconds and 99% of calls within 3 minutes
 - Increase the number of calls we quality monitor every month
 - Complete 9 out of 10 urgent installations
 - Repair or replace equipment within 48 hours where failure of equipment could result in a life critical situation
- Achieve audited compliance to the new TSA Code of Practice 2009 in call handling and installations
- Evaluate customer feedback and consider how we can further improve services to you
- Ensure all customer contact details and personal information is current
- Promote the services of the Control Centre to new and existing customers. These services include:
 - Lifeline
 - Helpline
 - Telecare
 - Emergency Mobile Warden
 - Worksafe (our loneworker monitoring service)
 - Keysafe installation