

Annual Report

2009 - 2010



Telecare  Lifeline 

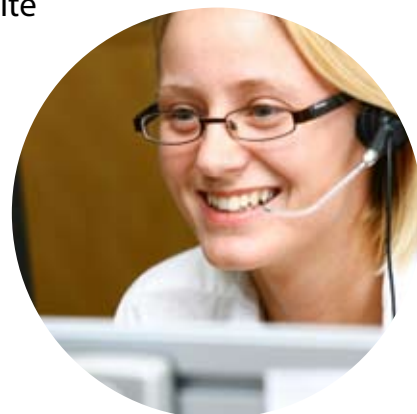
We have been operating a Lifeline and Telecare service for 27 years and currently employ 28 members of staff to provide an emergency alarm installation, maintenance, monitoring and response service 24 hours a day, 365 days a year.

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.

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Celebrating our success

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 keysafe 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.

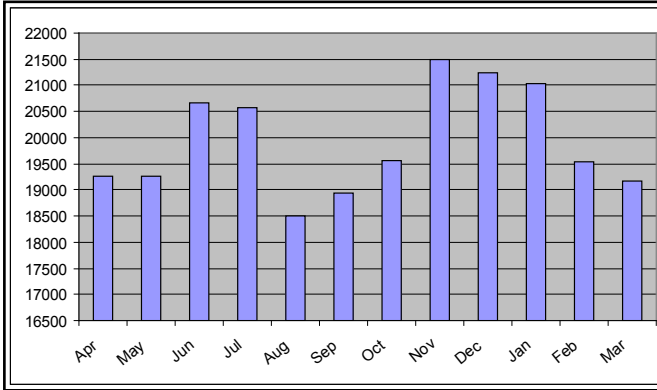
Responding to your feedback

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

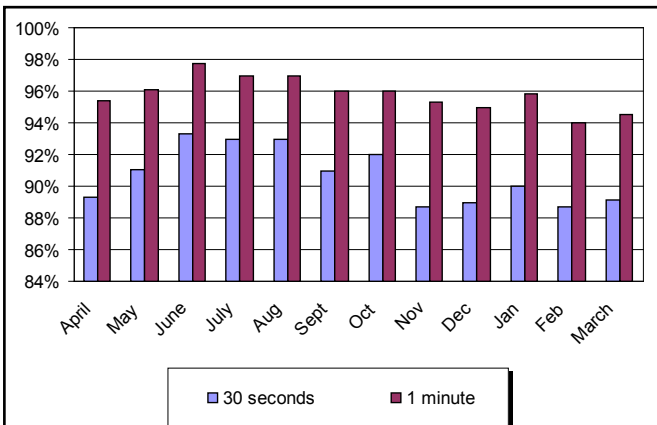
How are we performing?

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



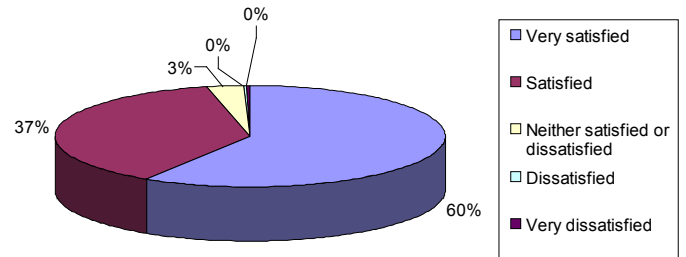
Telecare Services Association targets for 2009/10:

- 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

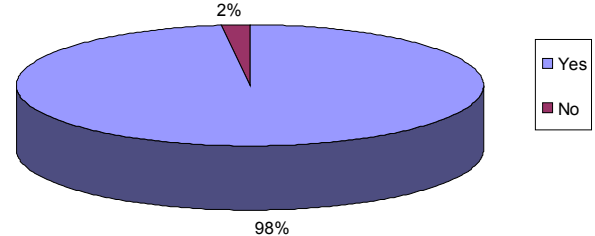
How satisfied are you with the service?

99% of customers said that they were satisfied with the service provided by the Control Centre.



Was the person that you spoke to polite and helpful?

98% of customers said that the person they spoke to was polite and helpful.



Complaints

In 2009-2010, we received six complaints from customers and responded to all of these within five working days. In the same period, we received 47 compliments and 'Thank-yous'.

What you said about the service

'Very satisfied with the service, when needed the ambulance you responded quickly.'

'I was so grateful to you in October when I had a fall, I know I have already thanked you but I am still singing your praises.'

Mrs G says: 'She feels really safe and also wanted me to pass on her thanks and compliments for an excellent service.'

Installation

We carried out 495 installations in 2009-2010. 96% were completed within seven days.

Results from the customer satisfaction survey were:

- Speed of response - 99%
- Politeness of staff - 100%
- Helpfulness of staff - 100%
- Satisfaction with installation - 100%

Complaints

We received three complaints and responded to them all within five days.

What you said about the service

- 'Installer was very helpful.'
- 'The installer was very helpful and polite - made old age a pleasure.'
- 'Arranged installation the same day.'
- 'Very friendly, helpful, patient representative.'

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