

## KeySafe Installation

We have recently introduced a KeySafe installation service. A KeySafe is a small wall-mounted metal box that stores keys securely outside a home.



It is a robust, rust resistant and weather-proof appliance that is simple to use with a secure combination lock. A KeySafe provides easy access for family, care workers, emergency services and other authorised people. More importantly, in the event of an emergency, help can get to you without delay.

It costs just £40 for a KeySafe to be supplied and fitted. However, you may be eligible for a reduced charge, depending on your circumstances.

If you would like more information, please complete and return the form below. Alternatively you can telephone the Helpline Team on 0800 083 7541 or email [helpline@newfyldehousing.co.uk](mailto:helpline@newfyldehousing.co.uk)

## Introduce a friend to Helpline

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](mailto:helpline@newfyldehousing.co.uk)

I would like more information about KeySafe.

### Your details

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Please return your completed form to:

HELPLINE, New Fylde Housing, Warwick House, Kilnhouse Lane, Lytham St Annes, FY8 3DU

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

# How are we performing?

We hold Telecare Services Association (TSA) accreditation for our call handling and installation services. The TSA sets annual performance targets that we must achieve in order to keep our accreditation.

The charts below show how we performed against the TSA targets in the period from July 2009 to October 2009.

In November, we handled 20,255 calls. 95.29% were answered within 60 seconds and 99.15% within 3 minutes.

## Answering phone calls

We answered 81,912 calls in this period.

### Calls answered within 60 seconds

96.9%

### Calls answered within three minutes

99.5%

### Our targets for 2009/10

We have updated our performance targets for answering calls for 2009/10, to meet the latest TSA requirements.

We aim to answer:

- 97.5% of calls within 60 seconds
- 98% of calls within three minutes

**Our mobile response team is on standby 24-hours a day ready to help customers in emergency situations.**

Last year, the team went to the aid of 192 customers. Some had fallen in the night and needed help to get up, whilst others felt unwell and required urgent assistance.

## What is the response service?

We offer a 24-hour mobile response service that is available to all customers. In the event of an emergency, a member of our team will attend your home. The service is ideal for those who do not have family or friends living nearby. For more information, press your pendant and speak to a member of the team, or complete the enclosed form.

## Your questions

### Why does my Helpline unit keep making a bleeping sound and the light flashing?

Your Helpline unit will only do this if its power supply has been cut off. This could happen because of a power failure or if the power supply has been disconnected or switched off.

### Can you hear me through the pendant?

No. There is a powerful speaker and microphone in the Helpline unit that allows us to communicate with you.

### Do you have a question about the Helpline service that you would like to be answered in the next issue?

Please press your pendant or phone us on 0800 083 7541 to ask us your question.

## Have any of your personal details changed?

So that we can provide the best possible service to you, it is important to make sure we have all the correct details for you.

With the last issue of newsletter, we sent you a copy of the personal details, that we hold on file for you. It is important that the information we hold about you is both accurate and up-to-date. If you haven't checked this information and returned it to us, please can you do this do so as soon as possible.