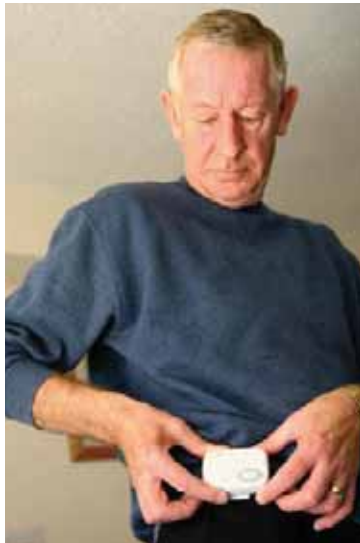




Worried about falling at home?

Are you worried about falling over at home, or perhaps you experience blackouts or epilepsy?



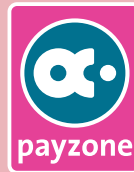
If the answer is yes then we have the perfect solution. Through our Telecare service we can provide you with a fall detector, which will automatically raise an alert to our 24-hour Control Centre team when it detects a fall. It is small and lightweight and can be worn on a belt or in a discreet pouch around the waist.

For more information, please phone the Telecare team on 01772 436756.

More ways to pay

If you use a swipe card to pay for the Lifeline service then you can now use your card to make payments at even more shops.

You can use the card at any Post Office or any shop displaying the PayPoint or Payzone logo.



Direct Debit is still the easiest and most popular way to pay. Switching to Direct Debit is easy, so why not do it today? Simply phone the Database Team on 01772 450610 and we'll send you a form.

Priority telephone repairs for BT & Virgin customers



As a Lifeline customer, you are entitled to a priority repair service if there is a fault on your telephone line. This priority service is available to all BT and Virgin telephone customers. Please contact your provider to register for the service.

BT 0800 800 150

Virgin 150 (from your home phone) or 0845 454 1111

Tell us what you think of the service

Each year we send you a survey so that you can tell us what you think of the service and how we can improve it.

You will find a short survey enclosed with this newsletter. Last year, 98% of customers told us that they were satisfied with the service. Your feedback is important to us so we would be grateful if you could complete the survey and return it to us. Look out for the results in the winter issue of The Companion.

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



Wrist straps available

Many customers choose to wear their Lifeline pendant on a cord around their neck but wrist straps are becoming more popular. The Velcro straps are easy to use and allow you to wear your pendant on your wrist like a watch. If you would like a free wrist strap, press your pendant today and we will post one to you.

Protect against flu

For most people, seasonal flu is unpleasant but not usually serious and they recover from the illness within a week. However, certain people are at greater risk of developing serious complications of flu. The seasonal flu vaccine is offered free of charge to these at-risk groups to prevent them becoming ill with flu. Speak to your Doctor if you:

- are aged 65 or over,
- have a serious medical condition,
- live in a residential or nursing home,
- are the main carer for an elderly or disabled person whose welfare may be at risk if you fell ill.

Celebrating our success

2008/09 was another successful year for Lifeline and Telecare. During the year, the team handled 153,722 calls, installed over 800 new Lifeline and Telecare systems, and our response team went to the aid of almost 200 people in emergency situations.

The service continues to grow

More people than ever before now benefit from the Lifeline and Telecare services. As a result of the increased demand, we have taken on additional staff in both our Control Centre and installation teams so that we can continue to deliver high levels of service at all times.



Quicker access in an emergency

If a member of our mobile response team or the emergency services needs to access your home, we want them to reach you as quickly as possible. Last year, we introduced our Key Safe installation service, which provides a secure and convenient way to store a key to your home.

Lifeline unit upgrades

During the year, we have visited more than 170 customers to replace their Lifeline unit. This is to make sure that all Lifeline units will continue to work properly once BT has completed the upgrade of its entire UK communications network.

Increase in call monitoring

We monitor the calls that we receive to ensure that we consistently deliver an excellent service 24-hours a day. Last year, we increased the number of calls monitored and gave staff additional training to improve the service. We record all calls for training purposes.



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 April 2008 to March 2009.

We received 19,696 calls in August. 93% were answered within 30 seconds and 97% within 60 seconds.

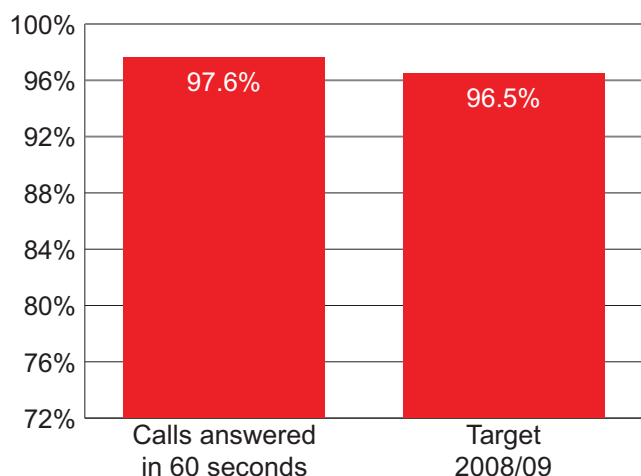
Answering phone calls

We answered 153,722 calls in 2008/09.

Calls answered within 30 seconds



Calls answered within 60 seconds



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

Mobile response service

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.

Have any of your personal details changed?

As part of our commitment to provide the best quality service to you, it is important that the information we hold about you is both accurate and up-to-date.

You will find a copy of the personal details that we hold on file for you enclosed with this newsletter. Please check that all of the information is correct, make any necessary changes and return it to us in the pre-paid envelope provided (no stamp needed).

Introduce a friend to Lifeline

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

SPECIAL
CUSTOMER
OFFER

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. You can either:

- Complete and return the tear-off slip below
- Press your pendant and tell us your friend's details
- Ask your friend to phone us on 01772 436756 and remind them to mention your name.

How it works

We will contact your friend to arrange a convenient time for a member of our team to visit to install their Lifeline equipment. Your friend will get FREE installation and once they have been a customer for three months we will send you each a £10 gift voucher. Please remember to get your friend's permission before contacting us.

✂ - - - - -

I would like to introduce my friend to Lifeline.

My details

Name _____

Address _____

My friend's details

Name _____

Address _____

Phone number _____

Email address _____

Please return your completed form to: FREEPOST, RRTG-RUHU-GCXJ, New Progress Housing Association, Leyland, PR25 2LW (no stamp needed).