

# Annual Report 2015/16

We have been an accredited Telecare Services Association (TSA) member since 2006 and each year we continue to work to strict standards and targets set by the TSA. For the fifth year we have successfully achieved the highest accreditation for the service and achieved the Platinum standard.

As part of our continued accreditation, the TSA require that we publish our achievements annually. This report summarises these achievements over the last year and also offers us the opportunity to share our success with our customers.

“The young man who installed the systems was extremely courteous, efficient and explained everything clearly. I couldn't be more satisfied with the whole service.”

## TSA accreditation

Quality is one of the main priorities for everyone involved in the services we provide. We work to high standards and targets, many of which are set by the TSA. Each year an independent auditor visits us to ensure that we maintain these standards.

We are totally committed to helping people to stay in their own homes for as long as possible by offering independent living solutions and a 24/7 call answering service, which gives both customers and their families peace of mind.

In May 2016, we successfully retained the Platinum Member Status under the TSA's Code of Practice. To achieve this we had to attain the very highest standards in the provision of Telecare services. To become a Platinum Member, organisations must:

- Gain accreditation in every module of the Code of Practice for the services that they provide
- Be compliant with the European Technical Specification for the services they provide
- Answer 98.5% of calls within 60 seconds

## Celebrating our success - 2015/16

- We dealt with over 240,000 calls
- We welcomed over 1,000 new customers to our services
- We provided Telecare solutions for people with learning disabilities to support independent living in their own homes
- We assisted 814 customers back on their feet through our lifting service
- Our mobile responders attended over 1,200 call-outs from customers



## How are we performing?

Service standard	Total in 2015/16
Calls answered	242,275
Installations completed	1,044
Mobile responder visits	1,245
Equipment faults rectified	1,019

Service standard	Our target	Actual
Answering calls	80% calls answered within 30 seconds	91% 😊
	98.5% calls answered within one minute	96% 😊
	99% calls answered within three minutes	99.3% 😊
Mobile responder attending your home in an emergency	90% within 45 minutes	96% 😊
	100% within 60 minutes	100% 😊
Installation of alarm or Telecare services	90% of urgent installations within two working days	95% 😊
	100% of urgent installations within five working days	95% 😊
	90% non-urgent installations within 15 working days	97% 😊
	100% non-urgent installations within 20 working days	93% 😊
Restoring or replacing urgent equipment faults	90% within 48 hours	91% 😊
	100% within 96 hours	100% 😊
Non-urgent faults	90% within 10 days	94% 😊
	100% within 15 days	100% 😊

## Monitoring the quality of our calls

We monitor calls answered by our Control Centre operators every month in accordance with the TSA Code of Practice requirements. This helps us to improve the quality of the service that we provide and enables us to identify any additional training needs for staff to ensure that calls are handled appropriately and effectively.

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## Last year's aims and achievements

Below are the aims we set ourselves last year and an outline of what we have achieved in relation to these aims.

### Maintain audited compliance to the TSA 2009 Code of Practice in call handling, installations and response

We were audited in May 2016 and successfully retained our Platinum Status Member accreditation.



### Continue to achieve the service level targets set for 2015/16

We achieved all the service level targets for 2015/16.



### Promote Progress Lifeline throughout Lancashire

We have continued to promote our services through:

- Digital media campaigns
- Advertisements in relevant publications
- Attending local events
- Mailing leaflets to hospitals, GP surgeries and care services

We recently targeted the Lancaster and Morecambe area through direct mail, bus stop billboards and advertisements in the Lancaster Guardian and Home Handbooks.



“Responder was excellent, made me feel safe and made sure I was okay before he left.”

### Contact all of our customers at least once a year to check that the service still meets their requirements

We check your details are correct either through an onsite visit or a phone call and also that the service is still suitable.

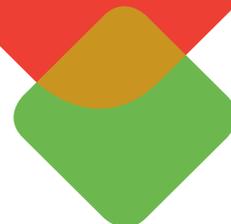


### Continue to encourage customers to get involved with the service and help to identify any improvements to the service

We have invited some of our customers to share their experiences of the service and how it has helped them and also requested customer involvement/feedback in our Companion newsletter.



“Engineer was very helpful and delightful, easy to talk to and reassuring, no matter what simple questions I asked he was caring and respectful. Excellent representative for your company.”



## Customer satisfaction surveys

During 2015/16 we distributed 1,745 customer satisfaction surveys. In our surveys we asked for feedback on:

- Quality of service
- Speed of response
- Helpfulness of staff
- Value for money

We were delighted to receive 469 replies from customers who gave outstanding praise and feedback about the services we provide.

100% of customers said that our staff are helpful and polite.

In the last year we have achieved:

	Quality of service	Speed of response	Helpfulness of staff	Value for money
<b>Installation</b>	<b>99%</b>	<b>99%</b>	<b>100%</b>	<b>99%</b>
<b>Monitoring</b>	<b>100%</b>	<b>98%</b>	<b>95%</b>	<b>98%</b>
<b>Response</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>	<b>100%</b>

“Responder service is wonderful I cannot thank them enough; the team really have been my lifeline thank you again.”

## Complaints

Any complaints we receive are used as an opportunity to review how we can improve the services that we provide.

In 2015/16 we received five complaints about our services, all of which were resolved within the TSA target of five days.

“Very helpful service provided with a very professional standard of care - 1st class.”

## Future plans

- Retain TSA accreditation
- Continue to achieve the service level targets set for 2016/17
- Promote the Progress Lifeline service across Lancashire
- Contact all of our customers at least once a year to check that the service still meets their requirements
- Continue to encourage customers to get involved with the service and help to identify any improvements to the service