

Help at the touch of a button



## Introduction

Welcome to the annual report for Herefordshire Careline for 2016. The report is designed to keep our customers informed of how we are performing and what has happened at Careline over the year.

Our Careline service provides reassurance to over 33,500 people nationwide and is a real lifeline to people who need our help. We answer around 30,000 calls per month and these vary greatly in nature from people who have had a fall to people asking us to contact their family. We always aim to provide a fast response to calls and to help people as much as we can.

Our alarm installation and maintenance service plays a crucial role in our service with our operatives installing alarms in people's homes across Herefordshire and Shropshire. Our installation team will provide a demonstration of

how the equipment works in the service users own home and answers any questions that may arise; we believe that providing an informative installation helps new customers to feel confident in using the alarm service.

Within the report is a comprehensive overview of our service and we have also taken the opportunity to tell you about our most recent contract successes which puts us firmly as one of the top 10 providers in the UK.

If you have any questions then please get in touch - we would love to hear from you! On behalf of me and the team, I would like to thank you for your continued subscription to the alarm service and rest assured we are here for your 24 hours-a-day, 365 days-a-year.

Best wishes,

Simon

Simon Herdsfield, Head of Wellbeing & Support for the Independence Trust, Herefordshire Careline



## Our performance in 2016

At Herefordshire Careline we pride ourselves in answering your calls quickly and responding to alarm installation & maintenance requests in a timely fashion. We are constantly monitoring how we are performing to make sure that we do not fall below the very high standards that we work to. Our targets are set by the Telecare Services Association (TSA) under their Code of Practice and we are audited on these annually.

### Call volumes and answering times

Total Calls Handled: **338,710**

Calls answered within 60 seconds (target 97.5%):  
**99.3%**

Calls answered within 3 minute (target: 99.0%):  
**99.9%**

### Line Utilisation

Our Monitoring Centre is equipped with modern call handling technology and is designed to be able to handle the large amount of calls that we receive. We have installed multiple telephone lines to ensure that calls are routed to the Centre correctly and with enough capacity. We monitor the amount of lines that are utilised by the call volumes we encounter and the TSA specifies that this must be below 50%. We are pleased to report that during 2016 our line utilisation was just 10.1%.

### Operator call quality checks

At Herefordshire Careline we pride ourselves on delivering the highest standard for call handling to provide the levels of support and reassurance that our service users need. We provide intensive training for all operatives and ensure that they are supported by our management team to deliver an excellent service.

To ensure that we are checking the quality of our call handling we review 2 calls handled by each operator every month. Our Careline Team Leaders undertake the reviews by listening to the recordings of the calls (all calls made to and from the Monitoring Centre are recorded) on our voice recording software and determine whether they have been handled correctly and to our high standards.

During 2016 we completed 100% of all operator call checks, which meets the standards set out by the TSA.

### Installations & Maintenance Service

We carry out many alarm installation and maintenance visits throughout the year, responding to people who need an alarm and responding to faults with equipment. It is essential that we respond to requests for alarm installations promptly to help people to remain independent in their own home and this is particularly important when people are being discharged from hospital.

Our installation team provides a maintenance response service to ensure that alarms that develop faults can be quickly rectified and put back in working order. We have employed a mobile fault reporting tool to enable our operatives to receive details of faults in the field using emails on tablet devices. This helps our team to respond quickly to maintenance calls and also helps to reduce carbon emissions by reducing unnecessary trips back to the office.

We are pleased to report that we have exceeded the TSA targets for installations and maintenance visits:

Percentage of urgent alarm installation referrals received and responded to within 2 working days (target 90%): **100%**

Percentage of non-urgent alarm installation referrals received and responded to within 15 working days (target 90%): **100%**

Percentage of critical alarm faults reported and responded to within 2 working days (target 90%): **100%**

Percentage of non-critical alarm faults reported and responded to within 2 working days (target 90%): **100%**

## Key Safes

After requests from new and existing customers our Installation and Maintenance Team now supply and install Supra C500 key safes. The C500 are police approved and provide a secure method to store keys if they are needed by carers or emergency services. If you would like further information please give our Installation & Maintenance Team a call on 01432-384100 and they will be more than happy to discuss your requirements with you.





## Surveying our customers

To help us to improve and monitor the quality of our service we conduct an annual customer satisfaction survey. We carry this out each winter and it is carried out alongside our annual data check to verify your details for the alarm service. The survey asks questions regarding our service and asks for a rating in terms of quality, speed of response, helpfulness of staff and value for money. The survey also includes an opportunity for our customers to provide feedback on our services and suggestions on how we can improve.

### 2016 Survey Results

This year's survey was conducted on a sample of **1,543** service users of which **808** replied, a response rate of **52%**.

**97.8%** of our customers were **very** or **fairly** satisfied with the service

**99%** thought it provides value for money

**99.7%** said operators are helpful

**99.6%** said operators are friendly

**98.2%** said we responded quickly enough to the call

### Summary of comments received

*When a new battery was required after 5 years use the request was made for a new one and it was fitted within 4 hours brilliant!*

*This is an excellent service. As I live alone, it's a great comfort knowing that if my daughter is out working and I can't contact her that I can phone Careline and some kind friendly person will answer and offer advice or help. Many thanks to you all.*

*It's an excellent service and gives peace of mind to all family members*

*I think the service is wonderful. I was very pleased about how discrete the vehicle was. It was the first time I had used the alarm and I was thrilled with*

*the entire process. It helped me to feel independent because I did not have to ask my family for help*

*Very quick and reassuring response when power went off*

*Since the system works without a hitch I can only say I have full satisfaction.*

*I had cause to press my button having fallen badly I cut my head - response was v. quick & contacted my nominee - ambulance arrived quickly & took me to A&E. recommend to anyone on their own.*

*Extremely helpful and excellent from every point of view. My everyday life is now more confident and reassured'*

*Great service, not sure how we would get by without you. Worth every penny!*

*Very pleased with service - friendly reassuring people on phones - have used responder service which has proved invaluable on both occasions*

*Jon, who fitted the alarm, was polite, considerate and professional.*

### Responding to complaints

At Herefordshire Careline we pride ourselves on providing an excellent service that consistently meets and exceeds customers' expectations. However, we accept that there may be instances where our service falls below their expectations and they feel the need to complain. We have detailed policies and procedures relating to complaints handling and these involve the monitoring of performance regarding complaints response.

The standards required under the TSA for complaint response are:

100% of complaints responded to within 5 working days - **Our performance: 100%**

100% of complaints replied to every 20 working days during investigation - **Our performance 100%**

## Achievements in 2016

### New Contract Success

Herefordshire Careline has won three new contracts to secure its position as one of the country's leading telecare organisations.

The contracts have been awarded by Kings Lynn & West Norfolk Borough Council, South Cambridge District Council and Bridgend Borough Council.

Kings Lynn & West Norfolk Borough Council awarded Herefordshire Careline the contract for the monitoring of their 4,800 community alarms. This 4 year contract started in August 2016 and was the start of a run of success.

In November South Cambridgeshire District Council awarded us the contract for monitoring of their 1,800 community alarms. The contract starts in the New Year and will see the team start to take the calls around April 2017.

To end 2016 on a high Bridgend Borough Council awarded us a 3 year contract for the monitoring of their 2,300 community alarms. We will commence mobilisation in the New Year and expect to start taking the first calls in June 2017.

These new contracts will see our connections increase by just over 9,000 and therefore we will be running a recruitment drive during the New Year to ensure the demands of the new contracts do not affect the service received by any of our customers.

### Responder Service

At the beginning of 2015 we launched our Responder service and the feedback has been extremely positive.

Our alarm users may have family members, friends or neighbours who they trust to respond to emergency calls when they need help or just a little reassurance. Sometimes

however, these individuals cannot help or occasionally the service user may not want to bother them. The Mobile Responder Service offers alarm users and their families the peace of mind that in these instances our dedicated responders can help and will personally visit your home to ensure that you are safe and well.









At present the service is only open to customers in Herefordshire but we are working with partner agencies to explore the possibility of extending the service to Shropshire.

## Lone Worker

Early in to 2016 we were approached by the Managing Director of Atus Systems to become the Alarm Monitoring Centre for their new ATUS Defender Lone Worker mobile app.

The app allows the user to activate the distress alarm on their smartphone (iOS and Android) this instantly triggers the app to send their GPS location and ID to our operators. As well as the alarm being triggered a voice call is made automatically made to allow the details of the emergency to be heard. Using multiple transmission paths, data is also sent so even in the event of poor GSM signal the alarm is likely to get through.

Unique to the app are the indoor location beacons that allow users to be positively positioned within a building, even when there is no GPS satellite coverage.

If you would like further information on ATUS please contact us on: 01432 384 100

## Next Steps

The focus for Careline in 2017 is to build upon the success of 2016 and we will explore new opportunities that will add additional benefit to our existing customers.

We are committed to continuous improvement with technology and will ensure we receive upgrades to our monitoring platform when they become available.



Our Installation and Monitoring Team are already looking at trialing new equipment that will offer greater independence to our alarm monitoring customers and we look forward to sharing these with you during 2017.

## TSA Accreditation

As members of the TSA (Telecare Services Association) we adhere to the TSA code of practice. The accreditation for telecare control centres ensures that all services carried out are reliable and consistent for all our customers. We have held accreditation for Monitoring since 2000, Installations since 2011 and in 2015 we launched our Responder service and received accreditation. In March 2016 we received accreditation again for all three elements at our full 3 year audit.

A date in January 2017 has been confirmed for our annual audit and we will keep you up to date with the outcome.

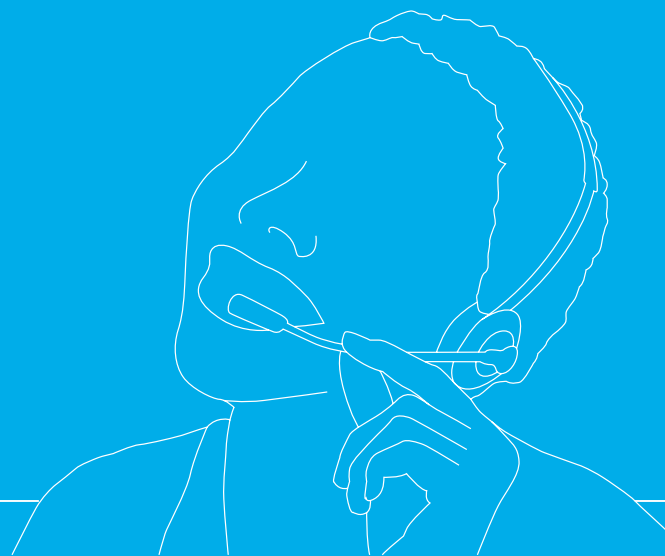
## Further Information

Thank you for taking the time to read our annual report for 2016. If you would like any further information on the contents of this report or anything to do with Herefordshire Careline please contact us at:

Herefordshire Careline, Herefordshire Housing Group, Legion Way, Hereford, HR1 1 LN

Telephone: 01432 384 100

Email: [community.services@hhl.org.uk](mailto:community.services@hhl.org.uk)



## Head Office

- > Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
- > Telephone 0300 777 4321 > Fax 01432 384198
- > Email [info@hhl.org.uk](mailto:info@hhl.org.uk) > Website [www.hhl.org.uk](http://www.hhl.org.uk)