

Welcome to our

Annual Review 2016/17

We have had an exceptionally busy year and have seen an increase in the number of customers using our services throughout Lancashire.

Over the last 12 months there has been an increase in the number of customers receiving Telecare services; being monitored by a range of Telecare sensors worn or installed in their homes to meet their individual needs. Our aim is to continue to develop the services we provide to ensure we continue to provide a quality and innovative service to all our customers.

To help us to continue to provide services in line with our service levels we have significantly increased the number of staff we have delivering services from 56 to 86 in the last 12 months.

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 to ensure we deliver services to industry standards.

For the sixth year we have successfully achieved the highest accreditation for the service and achieved the Platinum standard.

The aim of this report is to share our results and achievements over the last year, share our future plans for the service and provide an opportunity for our customers to provide feedback.



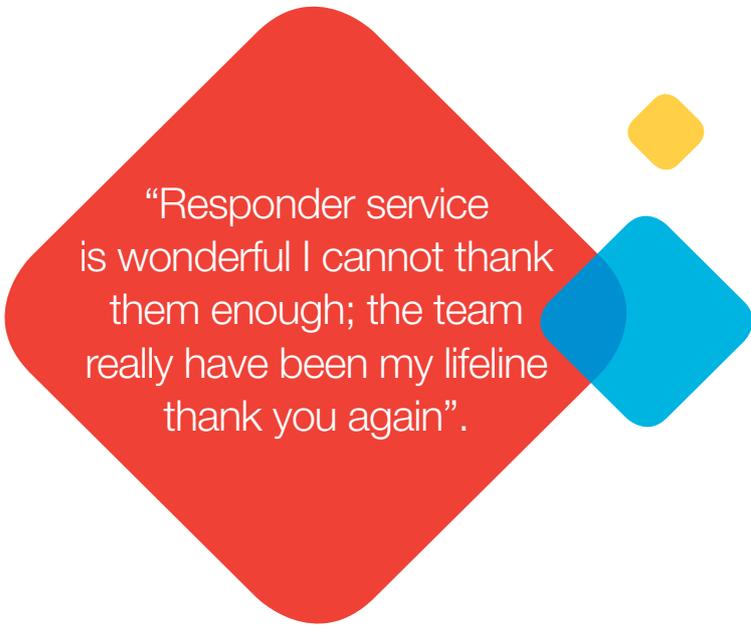
TSA accreditation

The quality of outcomes for our customers 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 auditor visits us to ensure that we maintain these standards.

In February 2017, 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.

Celebrating our success - 2015/16

- Our Control Centre operators handled over 439,789 calls compared with 242,275 in 2015/16
- We welcomed over 5,000 new customers to our services
- We developed our Emergency Home Responder service to provide services across the whole of Lancashire and responded to over 2,500 customers in their homes following an alarm call. Compared with 1,245 in 2015/16
- We assisted 1,128 customers back on their feet through our assistive lifting service, using specialised lifting equipment
- A big challenge this year has been to continue to achieve all our service targets with the growth in services. We have recruited and trained over 30 new team members and increased staffing in all areas including Control Centre Operators, Installers, Emergency Home Responders and Administration support teams to support future improvement in our performance on all future service standards
- We have successfully introduced mobile working technology to our Home Responders to improve the efficiency of the service. Making sure they spend their time looking after customers and not filling in paper work. The new technology enables us to obtain precise information on how we are delivering services to customers and helps us to identify service improvements.
- We have introduced new technology to help improve how we provide our installation services Reducing the time it takes to set up the service for a new customer and reducing paperwork.



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

How are we performing?



Service standard	Total in 2016/17
Calls answered	439,789
Telecare installations completed	5,669
Mobile responder visits	2,682
Equipment maintenance and faults rectified	712

Service standard	Our target	Actual
Answering calls	80% calls answered within 30 seconds	90% 😊
	98.5% calls answered within one minute	96% 😞
	99% calls answered within three minutes	99% 😊
Mobile responder attending your home in an emergency	90% within 45 minutes	93% 😊
	100% within 60 minutes	100% 😊
Installation of alarm or Telecare services	90% of urgent installations within two working days	97% 😊
	100% of urgent installations within five working days	100% 😊
	90% non-urgent installations within 15 working days	97% 😊
	100% non-urgent installations within 20 working days	100% 😊
Urgent equipment maintenance or fault resolution	90% within 48 hours	100% 😊
	100% within 96 hours	100% 😊
Non-urgent equipment maintenance or fault resolution	90% within 10 days	96% 😊
	100% within 15 days	100% 😊
Initial review of services (when first installed)	90% within 8 weeks	43% 😞
	100% within 10 weeks	43% 😞
Annual review of services (checking your data and maintaining equipment)	90% within 12 months	40% 😞
	100% within 13 months	43% 😞

Monitoring the quality of our calls

We aim to provide excellent service to our customers so 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.

We have completed monitoring of over 600 calls to ensure that they were handled in accordance with our standards of service delivery.

Last year's aims and achievements

Our aim is to continuously improve our service and performance. 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 February 2017 and successfully retained our Platinum Status Member accreditation.

Continue to achieve the service level targets set for 2016/17

-  Where service levels have not been achieved we have recruited and trained additional staff to support future delivery. Performance has already improved in these areas since recruitment of additional staff has taken place and we will continue to monitor our performance closely in 2017 to ensure that performance continues to improve.

Continue to promote the service across Lancashire

-  We have engaged in various activities to promote the service countywide, including:
 - We continue to review our website to reflect the service we provide and provide useful information. Feel free to look at our website and let us know if there are any improvements you would like to see. www.progresslifeline.org.uk
 - Our Facebook page offers interesting posts about our service, events and information. Please like and share our Facebook page and ask your family and friends to do the same. www.facebook.com/ProgressLifeline
 - Advertisements in appropriate publications
 - Demonstrating and presenting our service at appropriate events throughout Lancashire, such as Dementia cafes, Dementia hubs, hospitals, falls prevention teams. If you know of an event that would benefit from a member of our team attending to provide information about the Progress Lifeline service please get in touch
 - Distributing leaflets to relevant people and organisations, such as GPs, hospitals and health centres.

Last year's aims and achievements

(continued)

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

- ✓ We aim to check your details are correct every year either by visiting customers in their home or via a phone call. During this contact we check all details are correct, check the service is still suitable, complete maintenance checks on the equipment and seek feedback on the service.

Although we haven't achieved the performance target in this area this year, we have started to take action to address this and aim to be able to report that we have achieved this next year.

Encourage customers to get involved with the service and help to identify any improvements to the service

- ✓ We have invited our customers to share their experiences of the services and how it has helped them and also requested customer involvement/feedback in our Companion newsletter. This has generated some fantastic responses from our customers.

Our Progress Opportunities Team provided Progress Lifeline customers with the opportunity to attend a wide range of free training sessions which included:

- Health and safety
- Basic food hygiene
- Dementia friends
- Mental health awareness.

"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

We put customers at the heart of everything we do so we are always keen to learn what you think. During 2016/17 we surveyed our customers using satisfaction surveys to monitor our referral and installation process. In our surveys we asked for feedback on:

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

We would like to thank everyone who has taken time to get involved or to provide feedback and look forward to receiving feedback from more of you in the future. We were delighted to receive 2,272 replies from customers who gave feedback about the services we provide.

In the last year we have achieved:

	Target response	Actual response	Target satisfaction	Quality of service	Speed of response	Helpfulness of staff	Value for money
Installation	5%	24%	90%	100%	100%	99%	99%
Monitoring	5%	9%	90%	100%	98%	98%	99%
Response	5%	5%	90%	100%	100%	98%	99%

Complaints

We did manage to achieve our 100% target of responding to all complaints within five days. However we are committed to improving our service, any complaints we receive are used as an opportunity to review how we can improve the services that we provide.

In 2016/17 we received one complaint about our services, which was resolved within the TSA target of five days.

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

Customer feedback and comments

It is always rewarding to receive feedback about what a difference the service makes to our customers. Here is a small sample of the feedback we have received this year.

“First time we have used it. We were very satisfied and Keith was very helpful as my husband was very shook up with falling. Thank you”.

Mr H called back to apologise for being a bit grumpy about the carbon monoxide detector sounding on 5.6.17. He wanted to say thank you as he says that you probably saved his life. He has been told that there was so much carbon monoxide that the Brigade had to check on the other tenants in their flats.

“I was very pleased that on the annual reassessment of the equipment, the plug into the phone line was made ‘tamper proof’ to prevent it being unplugged by my sister who has dementia”.

Mrs R called to thank Linda for such a prompt response when she had a heart attack last month. She is very grateful for our quick actions, and also that of the ambulance paramedic crew. She feels this is an excellent service that we provide.

“Completely satisfied with all the friendly operators I have spoken to. Very lovely friendly staff who installed the equipment. I would recommend them to anyone. Thank you all”.

Future plans

- The TSA accreditation has changed and later this year will become the Quality Standards Framework. Our service will be planning to move to be accredited to the new framework.
- We will aim to continue to achieve the service level targets set for 2017/18 and our plans to improve on performance which did not meet targets. Regularly reviewing resources, recruiting and training new staff where required. We will complete plans to make contact with all our customers to review the service.
- Continue to grow our services to build a stronger organisation by promoting the Progress Lifeline service throughout Lancashire, activities to include attending events, delivering presentations about the service, developing partnerships with other appropriate organisations, making sure our leaflets are distributed throughout the county.
- Contact all of our customers at least once a year to check that the service still meets their requirements. We recognise that sometimes our customers' circumstances can change, we want to ensure that the service our customers receive is right for them.
- We aim to consult more with customers and will continue to encourage customers to get involved with the service and tell us about what they would like and need. We value your feedback and encourage you to get involved, if you'd like to give us feedback or have a suggestion to improve the service please get in touch.
- Ask customers to tell us how their equipment has helped them or interesting stories about their lives, for every story published in our Companion magazine we will give a free afternoon tea.
- Research new products and services to improve the service we offer our customers.
- Moving our telephony services from analogue to digital. This will not change how services are provided to customers but we may contact you to make changes to the equipment you have installed.
- Continue to provide training opportunities and community events to all our customers, if you would like to see the list of courses and community events provided by our Progress Opportunities Team, please contact us via one of the methods below.

Contacting us

It is easy to get in touch, either:

- Press your pendant
- Email us
progresslifeline@progressgroup.org.uk
- Visit our website
www.progresslifeline.org.uk or Facebook page. Remember to like and share
www.facebook.com/ProgressLifeline
- Phone us
03333 202670