



ANNUAL REPORT 2018/19

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Introduction

NEW Lifeline continues to progress and keep up with the changes in technology. This year has seen the adoption of Activity Monitoring with the introduction of the Canary System to our portfolio.

NEW Lifeline thoroughly supports the Council's Commercialisation Agenda. This allows us to progress the service whilst offsetting costs in order to maintain low prices for our Clients. NEW Lifeline continue to look for new business and this year have secured a monitoring and installation contract within the district of Cannock Chase.

The Scheme Upgrade program is almost completed with only 3 schemes left to do. We hope to have completed this by the end of the next financial year. Once the Housing Department have advised that smoke detection has been fitted in all the scheme properties the UAC equipment can then be de-commissioned. Once this has been done the old hardwired equipment can be removed by arrangement with the Housing Department.

BT have advised that by 2025 analogue telephone services in the UK will be switched off and replaced by digital systems using internet protocol technology. NEW Lifeline is committed to keeping abreast with these changes and is currently exploring the equipment available capable of using the new digital technology. NEW Lifeline already has GSM equipment that works like a mobile phone using a roaming SIM that has the existing capability to work on this new digital infrastructure. NEW Lifeline has set up a Working Group to explore all our options.

Our Operational and Strategic Purpose is:

Help me live my life independently and keep me safe.

NEW Lifeline - Mission Statement:

NEW Lifeline supporting independent living, providing peace of mind to service users and their families 24 hours a day.

Telecare Service Association Code Audit Report

NEW Lifeline continues to meet the highest possible standards for telecare services since becoming accredited to the TSA Integrated Code of Practice with:

- Referral
- Service User Profiling
- Telecare Plan
- Service Tailoring
- Installation
- Monitoring
- Re-Evaluation

NEW Lifeline has again achieved accreditation, is an active member of the TSA and attends all events where possible. This year's audit result was of a very high standard and we have developed a new triage tool to manage any emergency calls quickly and efficiently when calling an ambulance.

The TSA are changing the way they audit member organisations performance and have developed the TSA Quality Standards Framework (QSF). Quality standards are important in all industries, even more so when the services and products being provided are critical to the safety, health and wellbeing of vulnerable individuals.

The Quality Standards Framework (QSF) has been developed as an independent audit and certification program for the Technology Enabled Care industry. QSF is available to all organisations in the sector - service providers, suppliers, associations, emergency response services and third sector organisations, whether TSA members or not.

An independent organisation, TEC Quality has been set up to develop and run the Quality Standards Framework. TEC Quality sets the standards and it audits and certifies organisations against these standards. TEC Quality is totally independent of the TSA and is a limited company in its own right with its own Board of Directors.

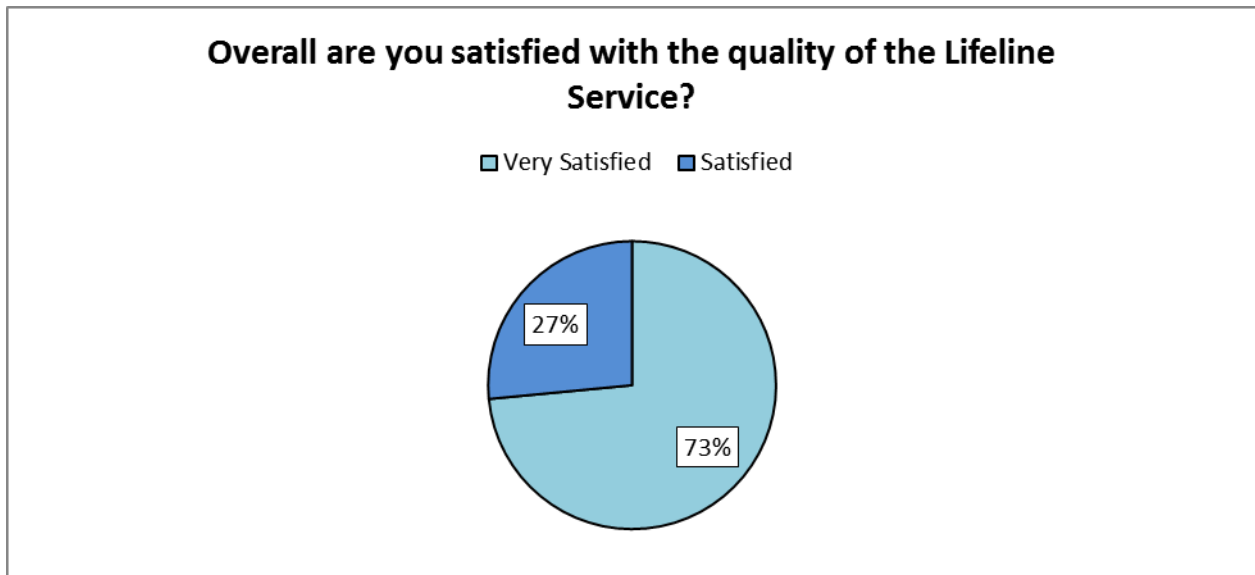
The QSF offers Technology Enabled Care (TEC) service providers and suppliers a way of demonstrating safety and quality and it offers service users and commissioners much needed assurance in an otherwise unregulated industry.

Performance - Customer Survey Results

315 customers were randomly selected and asked to respond to our annual customer satisfaction survey. We received 104 questionnaires back with all customers advising they were either very satisfied or satisfied with the Service.

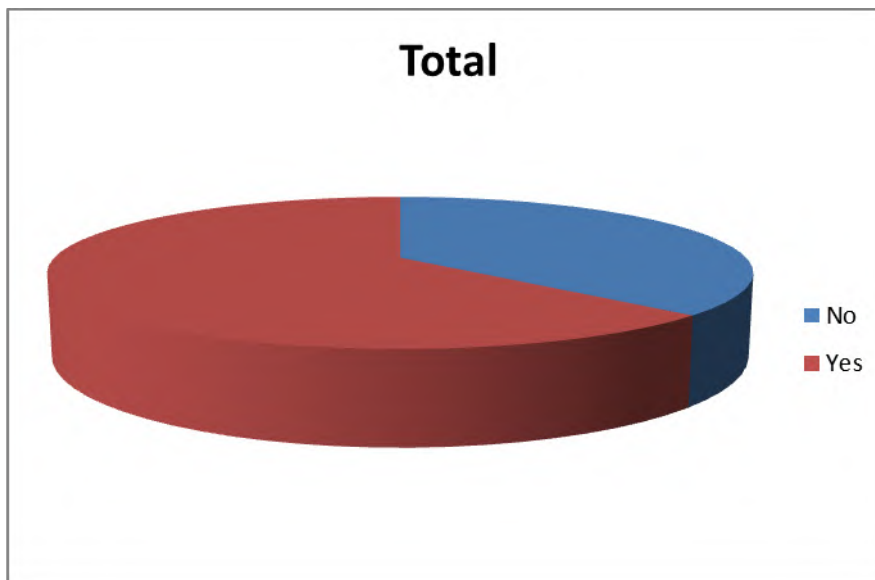
All questionnaires have been analysed and contact made where necessary to ensure any issues raised have been addressed. The comments made by our service users were all very positive.

Overall are you satisfied with the quality of the NEW Lifeline Service?



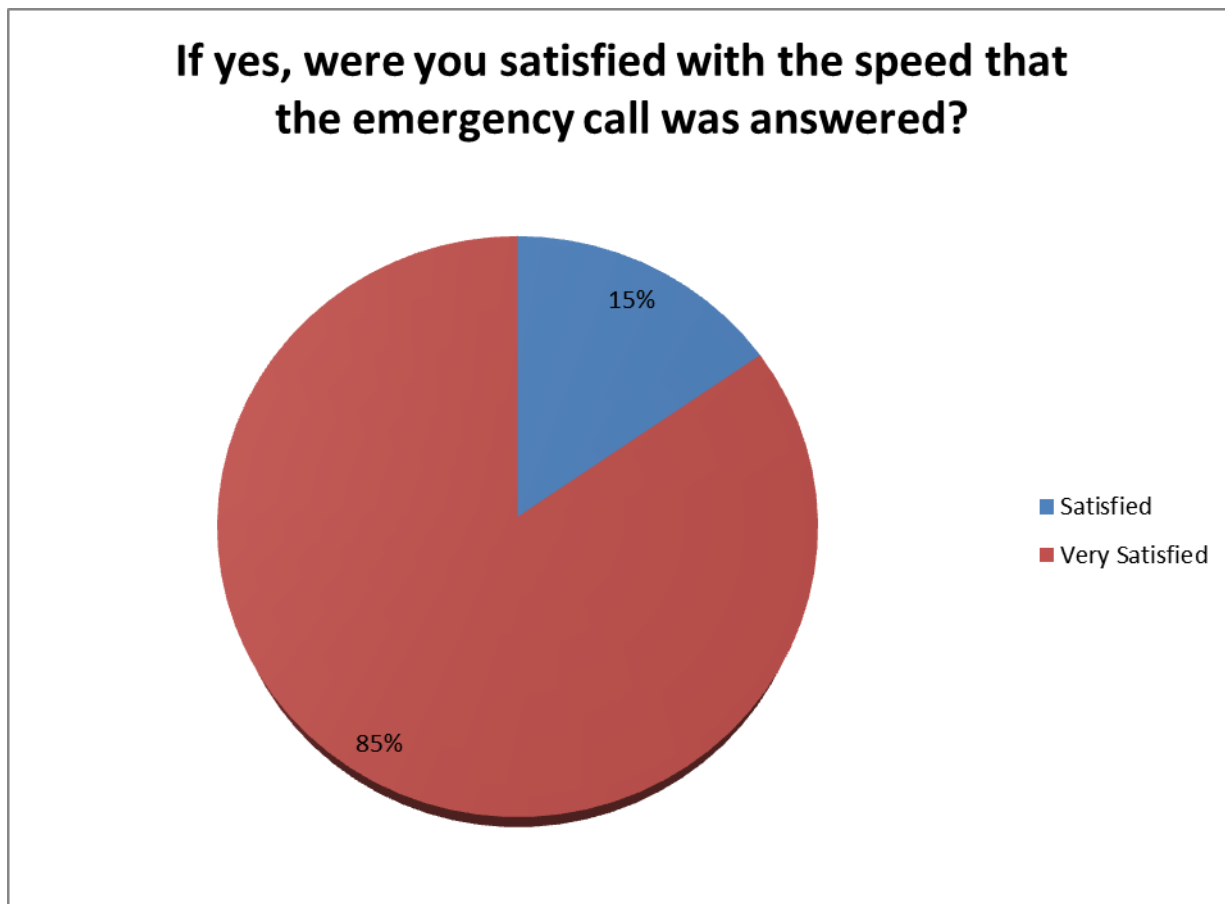
Overall are you satisfied with the quality of Lifeline Service?	Total
Very Satisfied	72
Satisfied	26
Grand Total	98

Have you used your NEW Lifeline in an emergency situation?



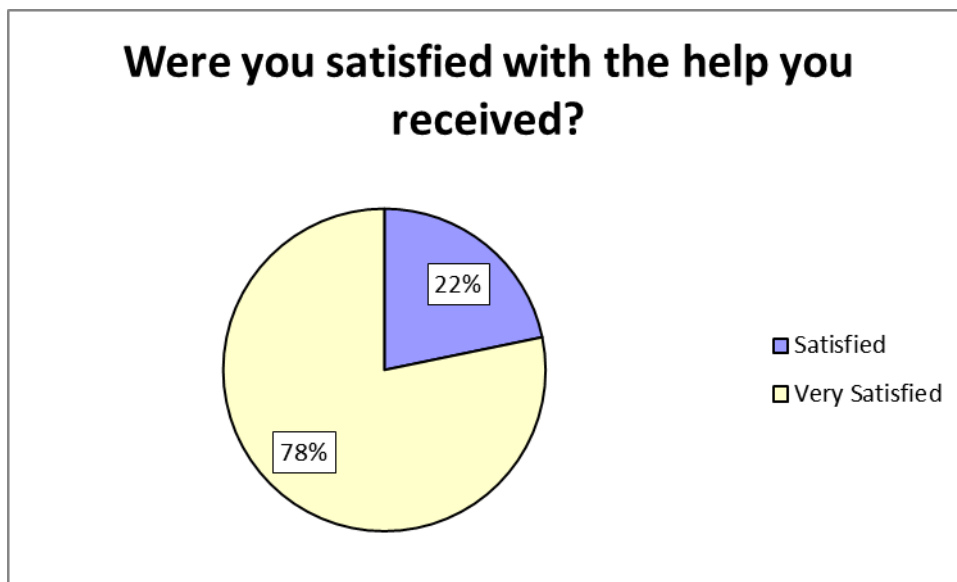
Have you used your Lifeline in an emergency situation?	Total
No	37
Yes	63
Grand Total	100

Were you satisfied with the speed that the emergency call was answered?



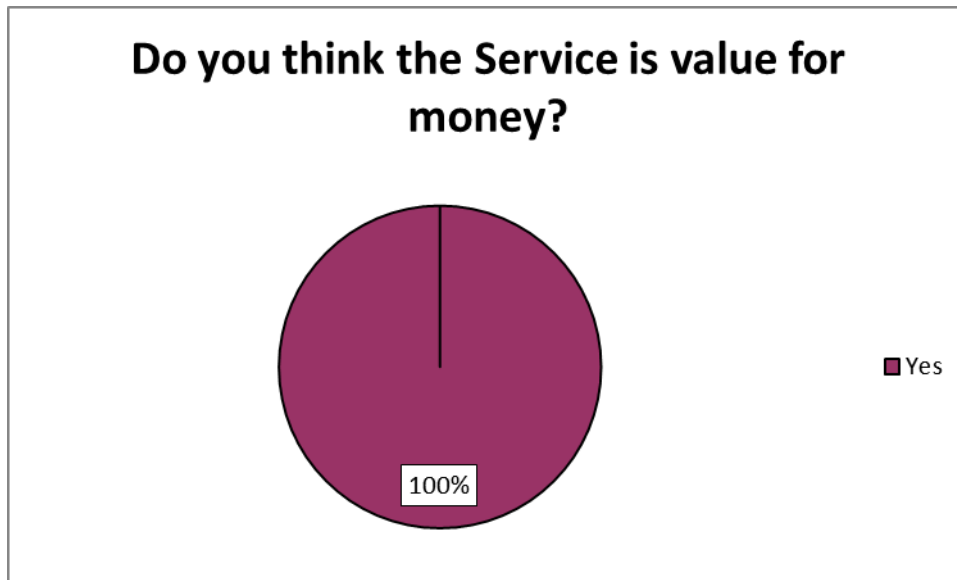
If yes, were you satisfied with the speed that the emergency call was answered?	Total
Satisfied	10
Very Satisfied	55
Grand Total	65

Were you satisfied with the help that you received from NEW Lifeline?



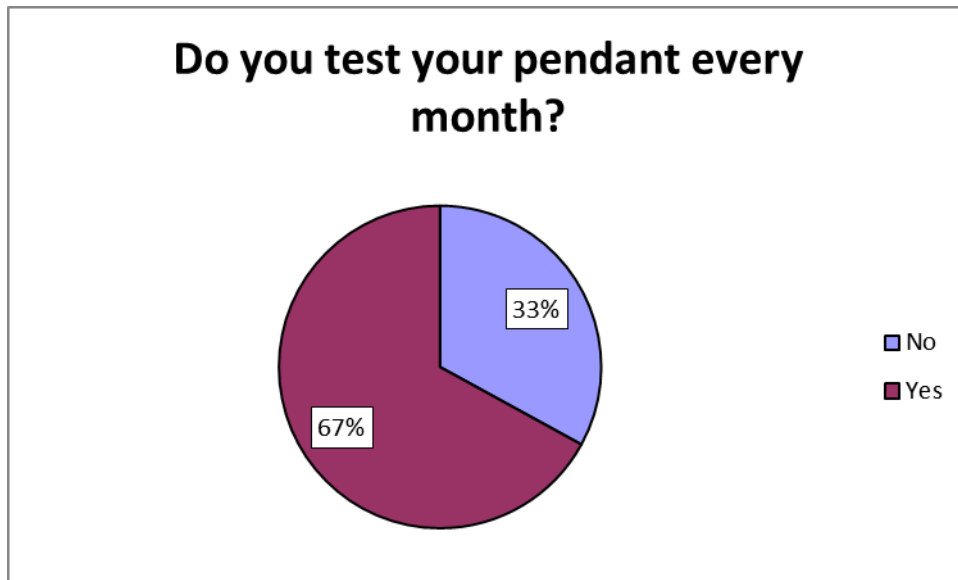
If yes, were you satisfied with the help that you received from NEW Lifeline?	Total
Satisfied	15
Very Satisfied	54
Grand Total	69

Do you think the Service is value for money?



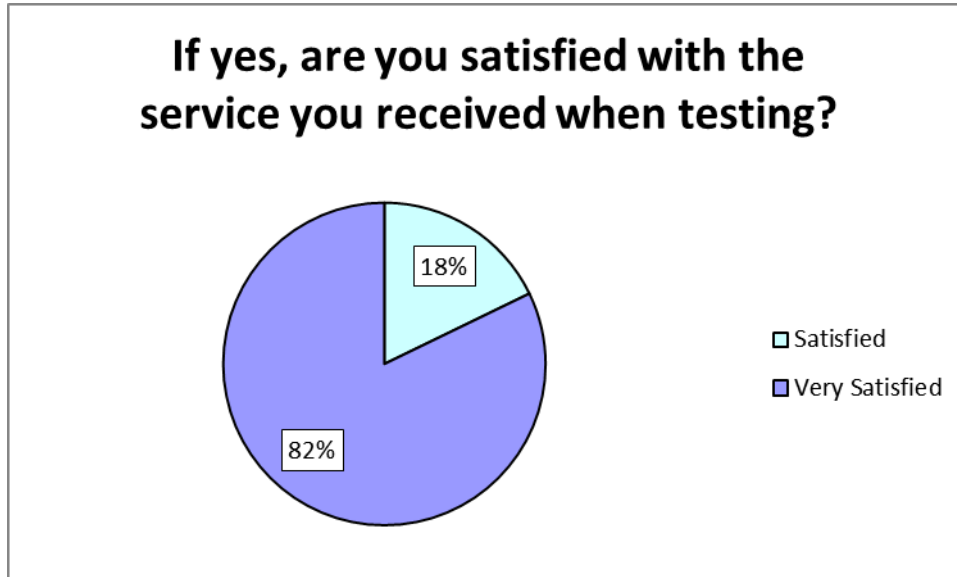
Do you think the Service is value for money?	Total
No	0
Yes	92
Grand Total	92

Do you test your pendant every month?



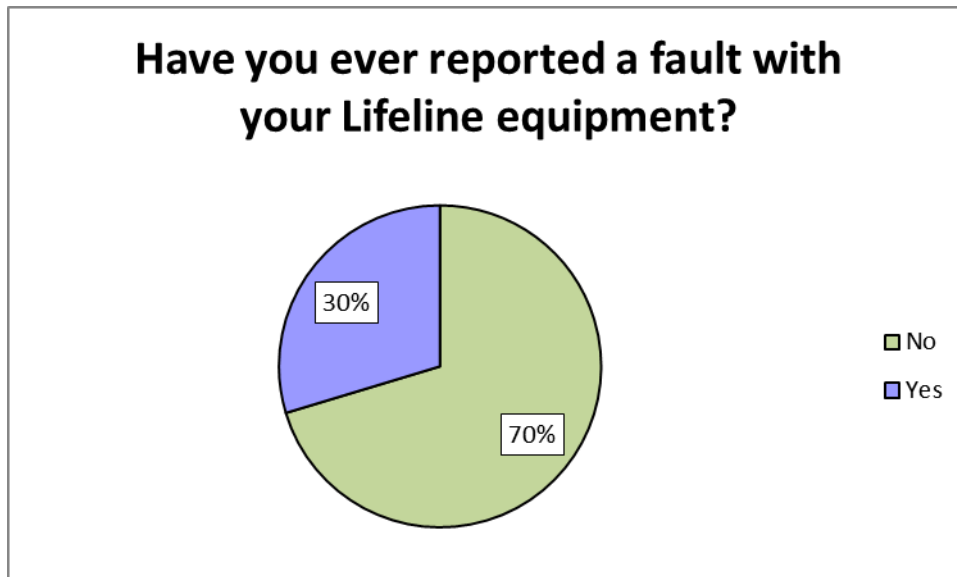
Do you test your pendant every month?	Total
No	31
Yes	63
Grand Total	94

Are you satisfied with the service you received when testing?



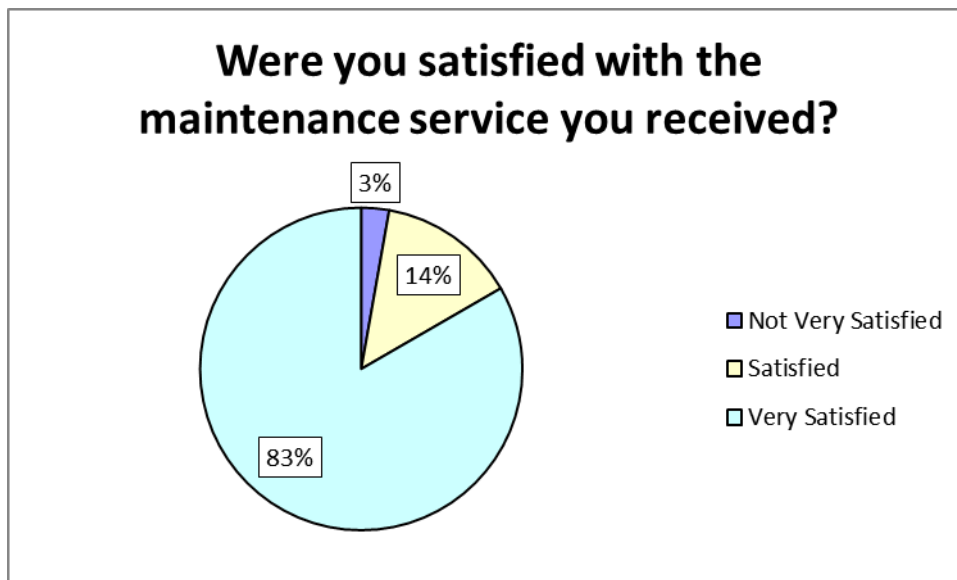
If yes, are you satisfied with the service you received when testing?	Total
Satisfied	13
Very Satisfied	60
Grand Total	73

Have you ever reported a fault with your Lifeline equipment?



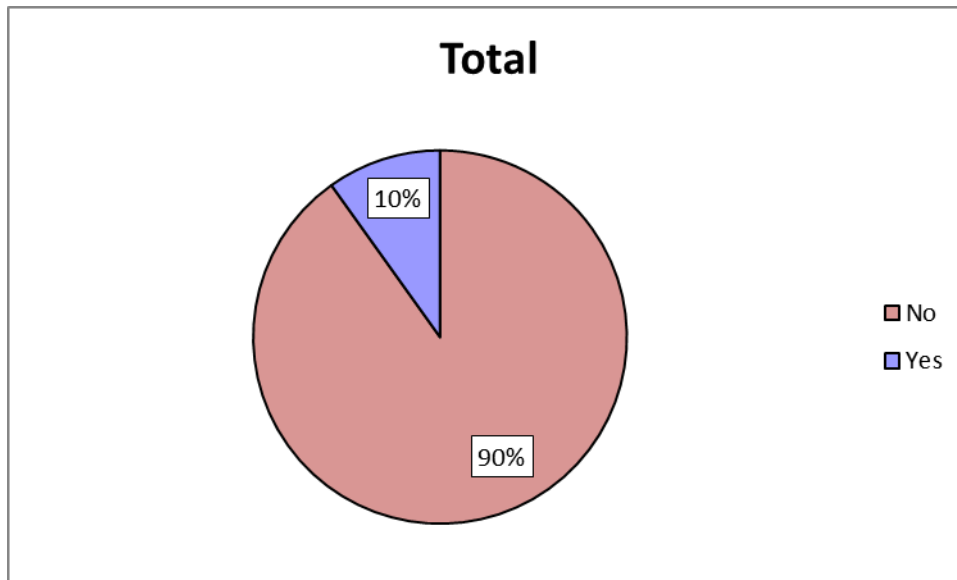
Have you ever reported a fault with your Lifeline equipment?	Total
No	64
Yes	27
Grand Total	91

Were you satisfied with the maintenance service you received?



If yes, were you satisfied with the maintenance service you received?	Total
Satisfied	5
Very Satisfied	30
Not Very Satisfied	1
Grand Total	36

Are there any improvements to the Lifeline Service you would like us to make?



Are there any improvements to the Lifeline Service you would like us to make?	Total
No	73
Yes	8
Grand Total	81

Performance – You said and NEW Lifeline has listened...

You said...

Although I haven't had to use it in an emergency its reassuring knowing it's there especially as I live on my own with no family close by. It does just what it says it will do; staff are prompt, helpful and will advise if asked. They also call back to check all is well; a great help when living alone.

We listened...

NEW Lifeline is always happy to receive feedback about the service and how it has helped at a difficult time. We also welcome constructive criticism as we are always striving to improve the service we provide.

You said...

Yes on the whole it is value for money; it costs me nearly £200 per annum BUT if I was in real trouble it would be worth every penny. It is well worth the cost. I feel safe in my house and garden. Just as long as the monthly amount remains the same now and for the future hopefully.

We listened...

We have worked very hard to keep our prices as low as possible, affordable and competitive in the market place.

You said...

Sometimes when you speak the voice is not very clear. I am rather deaf and I can't always hear what they are saying – it's loud enough but never very clear. I worry that the response time is slower than the old system. Also not all operators call me by my name which is more reassuring when they do.

We listened...

NEW Lifeline are working towards implementing a fully digital system which will enhance speech quality and shorten call handling times. All operators have been reminded to use the Clients names when answering a call.

You said...

My family and myself were very pleased both times when I had falls. I would have been in an awful situation without their help and the speed which the medics were called and arrived. I broke my leg this year, I could not get down stairs to a phone, but I had my Lifeline. Thank you.

We listened...

NEW Lifeline treats each call individually and always calls for the necessary help depending on the circumstances of each call.

You said...

Please contact my mother regularly as she cannot remember to test the equipment independently.

We listened...

NEW Lifeline contact Clients monthly who do not test their pendants. We have also researched new equipment which monitors the Clients activity and notices changes in behaviour for those who do not remember to test.

Performance – Other comments made by Service Users about the NEW Lifeline Service

- It gives users, especially those living on their own peace of mind in case of emergency.
- It's a great comfort and support for myself and family and gives me some independence
- I'm very satisfied with all the service that you have given to me over the last few years and is great value for the money. Thank you so much.
- I have had to use the service 4 times and each time I was dealt with very quickly. Three times paramedics were sent out and I was hospitalised. The fourth time a doctor attended me and gave me medication.
- Makes us feel safer and I can go out knowing mums not on her own.
- The service gives me peace of mind enabling me to continue living alone.
- Very good to have contact particularly good when living alone.
- It's a comfort to know I only have to press a button to receive help. Worth the money to me.

Performance – Customer Satisfaction at Installation

After installing 601 Lifeline machines in the last 12 months all new service users were left with a questionnaire and prepaid envelope to report back on the service they received through the installation period. In all instances where the questionnaires were returned 100% were satisfied with the quality of the service; 100% were satisfied with the speed of the response; 100% were happy with the demonstration and information given and 100% thought the service was value for money.

Performance – Installation

We have a target to fit 9 out of 10 urgent installations within 2 days; we in fact fitted 10 out of 10, responding to customer enquiries immediately.

All non-urgent installations were achieved within the target of 15 working days. On average from enquiry to fitting can be achieved within 3 days, but of course appointments are made to suit the availability of the potential service user and their family.

Performance – Maintenance

We aim to repair 9 out of 10 (90%) critical repairs within 48 hours; we often reinstate the service in less than 24 hours. Where a repair is outside of the target range it is because access into the service user property has been delayed. Where unforeseen delays occur, such as the third party provider needs to order a part, all customers are offered a replacement dispersed unit. We aim to complete 9 out of 10 (90%) of non-critical repairs within 10 working days.

Critical	Apr	May	Jun	Jul	Aug	Sep
Within 48 hours	10/12	26/28	16/17	19/21	23/24	39/40
Within 96 hours	12/12	28/28	17/17	21/21	24/24	40/40

Critical	Oct	Nov	Dec	Jan	Feb	Mar
Within 48 hours	38/40	28/29	20/22	15/16	21/22	18/19
Within 96 hours	39/40	29/29	22/22	15/16	22/22	19/19

Non-Critical	Apr	May	Jun	Jul	Aug	Sep
Within 10 working days	40/46	34/34	40/40	55/55	63/63	48/51
Within 15 working days	46/46	34/34	40/40	55/55	63/63	49/51

Non-Critical	Oct	Nov	Dec	Jan	Feb	Mar
Within 10 working days	61/62	35/37	45/48	58/60	44/44	34/34
Within 15 working days	62/62	35/37	47/48	60/60	44/44	34/34

Performance – Operator Quality Checks

There is a TSA requirement to ensure the quality of operators' response to Lifeline calls received in the monitoring centre. On occasion the Team leader will listen in live and on occasion the voice recorder is used. The calls are selected randomly. All operators currently work part time on Lifeline and therefore the target set is to listen to 2 calls per operator per month.

100% of checks have been completed.

Performance – Call Handling

Every month calls are monitored to see how quickly operators pick up the calls. The targets set are 97.5% within 1 minute and 99% within 3 minutes.

	Apr	May	Jun	Jul	Aug	Sep
Within 1 minute	97.96%	98.42%	98.84%	97.16%	96.67%	97.32%
Within 3 minutes	99.57%	99.83%	99.9%	99.74%	99.68%	99.8%

	Oct	Nov	Dec	Jan	Feb	Mar
Within 1 minute	96.25%	96.87%	96.71%	96.24%	99.14%	96.21%
Within 3 minutes	99.59%	99.65%	99.71%	99.54%	99.58%	99.52%

In July NEW Lifeline took on new business in the Cannock area which led to an increase in calls due to Clients being concerned over the transfer of the Service. Clients have been re-assured that nothing will change and it is hoped the volume of calls will reduce. New staff have also been employed to resolve the issue.

Performance – Line Utilisation

To ensure that the service does not become too busy for the available resources we monitor line usage. This ensures that the number of available lines have the capacity to handle the number of calls that come in. The target set by the TSA is to ensure that total line usage should not be higher than 50%. We have 4 call handling stations and 6 lines which ensure calls can be incoming and outgoing at the same time.

	Apr	May	Jun	Jul	Aug	Sep
Line utilization	5.52%	5.34%	5.63%	8.52%	7.8%	8.76%

	Oct	Nov	Dec	Jan	Feb	Mar
Line utilization	8.23%	8.9%	9.56%	9.33%	10.1%	9.6%

Service User Consultation

NEW Lifeline continues to work with Fortis Living to provide a Falls Response Service on behalf of the Bromsgrove and Redditch Clinical Commissioning Group. The aim of the Service is to respond to Clients who have fallen but do not think that they are injured in a timely manner. The trained staff will help them to get up safely and identify any injuries they may be unaware of.

All new Clients are given the opportunity to opt out if required.

The Pilot has now been up and running for some time and feedback is sought from Clients following a call. The feedback has all been positive and the service is likely to continue.

Summary of Complaints

Between 1st April 2018 and 31st March 2019 we have received and fully investigated 4 complaints in relation to Lifeline.

All complaints are taken seriously and are fully investigated by the team leader or manager of the service. Feedback is given to the complainant as soon as possible and all complaints are dealt with in accordance to the Council's complaints procedure. There is an escalation procedure clearly communicated to the complainant so if someone feels their issue has not been resolved it can be pursued. This year no one has escalated any complaints beyond the first level.

All staff are trained to recognise what constitutes a complaint and how to escalate it. The ethos within the department is to encourage open dialogue regarding complaints, learn from them, improve our services and avoid the same incident occurring again.

Achievements in 2018-2019

We have received over 750 enquiries about Lifeline this year, resulting in 601 new installations.

We have answered a total of 155,467 calls through lifeline between April 2018 and March 2019.

Achieved the Response Times set by the Telecare Services Association; 99% of all calls responded to within 180 seconds.

Operators have responded to 4,528 medical emergency calls and over 8,622 other types of non-medical emergency or anxiety calls. Other types of calls include: errors, tests, maintenance requests, automatic maintenance checks for low batteries etc, door entry requests, exchanges of information etc. We have also monitored 3,464 telecare activations and 714 GPS tracker calls.

NEW Lifeline has investigated 3,654 'no response' calls.

NEW Lifeline has won new business in the Cannock Chase District this year and along with monitoring Cannock Council's Lifeline calls is now also providing a telecare installation and monitoring service in the area to privately funded Clients.

The service has achieved Accreditation to the Telecare Services Association's Code of Practice for Strategic Framework, Telecare Call Handling, Platinum, Referrals, Service User Profiling, Telecare Plan, Service Tailoring, Telecare Installations and Re-Evaluation with only minor improvements noted which were addressed immediately and signed off by the TSA.

NEW Lifeline has attended many community fairs, utilised market stalls, promoted the service at the Annual Pensioners Fair and been part of the Council's Warmer Winter Campaign. We have also presented the Service at many local Seniors Groups and Older Persons Forums.

The latest edition of LifeLink News has been created and distributed to existing and new Service Users informing them of any news, changes to the service and new products available.

100% of new Service Users who completed our Installation Satisfaction Survey were happy with the service provided.

Of the completed Annual Satisfaction Survey 100% of the Service Users who returned the Survey were satisfied with the overall service and 100% thought the service was value for money.

NEW Lifeline continues to keep abreast of all equipment changes and advances in Telecare technology and completed many complex and demanding installations. We are continuing to look at other GPS products as part of our standard portfolio and continue to look at new products and services. This year we have introduced Activity Monitoring to our product range and provided product awareness sessions to our Teams to ensure they all keep up to date with the changes.

NEW Lifeline has set up a Digital Working Group including IT and other relevant partners, such as, product manufacturers to manage the transition from analogue to digital telephone infrastructure. Awareness sessions have been provided to the Teams to ensure they are all aware of the imminent changes.

NEW Lifeline has been working on a Pilot Project with our partner, Worcestershire Telecare, to deliver Technology Enabled Domiciliary Care throughout the County of Worcestershire. This is hoped to be rolled out next year.

NEW Lifeline has been working with partners at Worcestershire County Council on an AI (Artificial Intelligence) Project to predict outcomes from call handling data in order to put in place proactive actions to prevent and reduce care/hospital admissions.

NEW Lifeline continue to manage the referrals, installations, six week reviews, maintenance, annual checks, invoicing and cancellations of the Service on the NEW Lifeline System. This System is continually reviewed to ensure it is helping us to provide the best service possible

The NEW Lifeline Scheme Upgrade Program is still on-going and due to its success other Schemes have been added to the program. Only three schemes now require upgrading.

NEW Lifeline successfully completed a scanning project and the office is now paperless where possible.

NEW Lifeline Customer Service Standards

Service Customer Standards	How will they be measured?	Measuring Frequency
We will provide a service 24 hours a day 365 days of the year.	Rota analysis Relief shifts total	Monthly
Respond to 97.5% of calls within 60 seconds. Respond to 99% of calls within 180 seconds	Performance reports from Jontek "Answerlink"	Monthly
We will train Monitoring Centre staff in call handling and all Installation Staff in all services and products provided	Induction of new staff Ongoing training in house and externally	As required.
In the case of an emergency we will divert our calls to a partner control centre who is accredited to the Telecare Services Association, ensuring the continuation of our services.	Regular testing of procedure Divert training for staff	Monthly Appraisal and Status meeting
We will answer calls in a polite and courteous manner.	Sample voice recordings for quality and customer service	Monthly
We will always treat you fairly and with respect.	Complaints policy Sample of voice recordings	As required monthly
All staff visiting your home will carry staff identity cards including engineers.	Community Alarm Officers procedures TSA Standards	Monthly Annually
We will listen to you and be sensitive to your needs.	Service Standards Complaints	Monthly
Our Officers will repair or replace your equipment within 48 hours if it develops a critical fault.	Engineers report KPI	Monthly
We set targets for urgent installation of alarms within 2 working days of a request.	Service Standards KPI	Monthly
We will publish performance statistics	Placed on Website	Quarterly
All our calls are recorded.	Sample of voice recordings	Monthly
We will confirm with service users contacts that they are willing to be telephoned in the event of an emergency.	Next of Kin procedure	Monthly
We will listen to you and act on feedback we receive.	Improvement planning through Customer feedback	Ongoing

NEW Lifeline Targets – Key Deliverables for Next Year 2019/20

Reference	Objective/Priority
LL1	To meet the needs of vulnerable and/or elderly people and support them to remain independent in their own homes and to be safe outside their home
LL2	Ensure that the quality standards for the NEW Lifeline Service are maintained and improved
LL3	To increase the number of alarm connections to the Monitoring Centre from the private and public sector
LL4	Achieve Quality Standards Framework
LL5	To promote the Lone Worker System to other agencies and partners
LL6	To meet call answering target of 97.5 % of calls to be answered within 1 minute
LL7	To implement and promote new technologies and services including GSM, IP, GPS and Daily Living Activity Monitoring
LL8	Continue to develop the NEW Lifeline System
LL9	Continue to implement the Scheme Upgrade Plan to replace outdated hardwired equipment
LL10	Formalise WCC/Worcestershire Telecare contract arrangements for the Technology Enabled Domiciliary Care Pilot and roll out the service.
LL11	Ongoing transformation improvements: <ul style="list-style-type: none"> • Maintenance Reporting System • Asset Management Records • Service Review
LL12	Implement a Digital Upgrade Project to future proof the Telecare Service we provide
LL13	Continue to work with Worcestershire County Council on the AI (Artificial Intelligence) Project