



# ***Poole Lifeline***

***Peace of mind for you and your loved ones 24 hours a day,  
365 days a year***

## **Annual Performance Report**

**2020 – 2021**



**Code of Practice  
Accredited Organisation**

# Poole Lifeline

*“To improve the quality of life for the people of Poole”*

## **Our priorities**

- ✓ Promoting the health and wellbeing of our population, especially those who are vulnerable
- ✓ Supporting local people to take greater control of their communities to improve the quality of life at local level
- ✓ Stimulating and maintaining a vibrant, mixed economy
- ✓ Protecting and enhancing our natural and built environment
- ✓ Ensuring all children and young people have the chance to achieve their full potential

## **Our values**

- ✓ We put our residents at the heart of everything we do
- ✓ We have a can-do attitude
- ✓ We work in a joined-up way with communities, businesses, partners and other service units
- ✓ We make sure that BCP Council gets value for money results within budget
- ✓ We are empowered to use and develop our skills and learn from our experiences.

## **Our commitment to you**

We will treat all our clients in such a way that values their equality and diversity, protects their health and safety, that respects their rights to privacy and confidentiality that empowers and accords dignity and choice

## **Our promise to you**

- All clients will be treated in a way that recognises their individual needs
- All calls will be treated as potential emergencies until proved otherwise
- We will liaise with other agencies and nominated contacts to ensure the wellbeing of our clients.
- To record, maintain and update records in a confidential and secure manner, sharing and retaining information in accordance with legislation and council policies
- To train our staff to a high standard and strive for excellence at all times
- To afford all clients independence, security and well being within their own home
- To develop and promote the service for the benefit of the whole community
- To visit all our clients at least once a year to ensure the equipment still meets your requirements and to update your personal information.

## MEET THE TEAM

**Manager – Andrea Barnes**  
**Deputy Manager – Simon Stevenson**  
**Supervisors - Susan Burt and Paul Foster**

**In addition to the management team, we have a team of dedicated Community Alarm Officers and Control Room Operators who are here to deal with your enquiries and respond to your calls 24 hours a day, 7 days a week, 365 days a year**

**The Poole Lifeline team are based at the Control Room in the heart of Poole. We are here 24/7, 365 days a year. We have a great team of dedicated staff working to keep our residents safe and independent.**

**Our team love hearing from our clients on how they find the service and would welcome your ideas and suggestions, here is some of the feedback received from our clients during 2020/2021**

- Mrs W "I do find staff are sympathetic. Have only required emergency once in 7 years of using your service but have confidence in you if I need help. Thanks."
- Mr B "Definitely feel safer having the alarm especially since living on my own for the first time."
- "Mr W came through today to say thank you as we saved his wife's life after insisting we get an ambulance lady had had a stroke."
- Mrs M "When I tripped and called for help in May 2019 I felt it was wonderful and such a relief to hear my keys unlocking the front door"
- Mr N "I feel very confident with the service. Everyone is always kind and helpful. Marvellous value for peace of mind"
- Mrs P "Thank you for lifting me up from the floor with your lovely chair it was such a relief not to have an ambulance"

## COMPLIMENTS AND COMPLAINTS

Poole Lifeline are continuously looking to improve the service we provide and encourage feedback from our clients both positive and negative. This enables us to monitor how we are delivering our service and identify where we need to improve. All complaints relating to the Lifeline service must be acknowledged within 3 working days and concluded within 20 days.

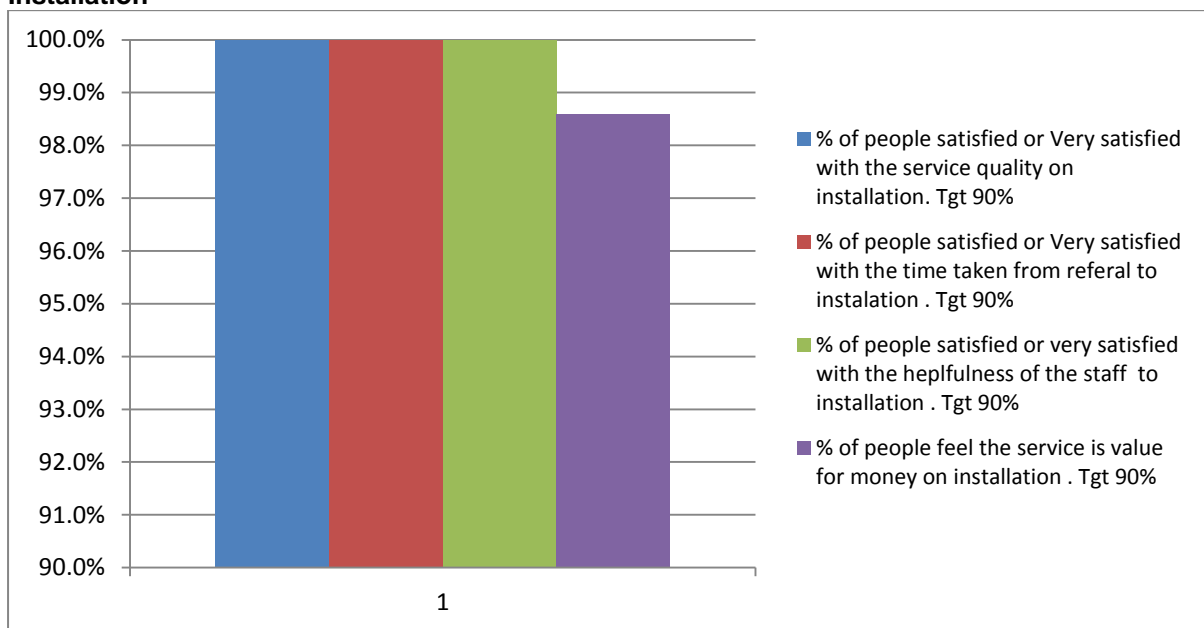
2020/2021 - The Operation Centre received 1 complaint in relation to Lifeline which we acknowledged and responded to within the TSA standards. The service also received **132** compliments.

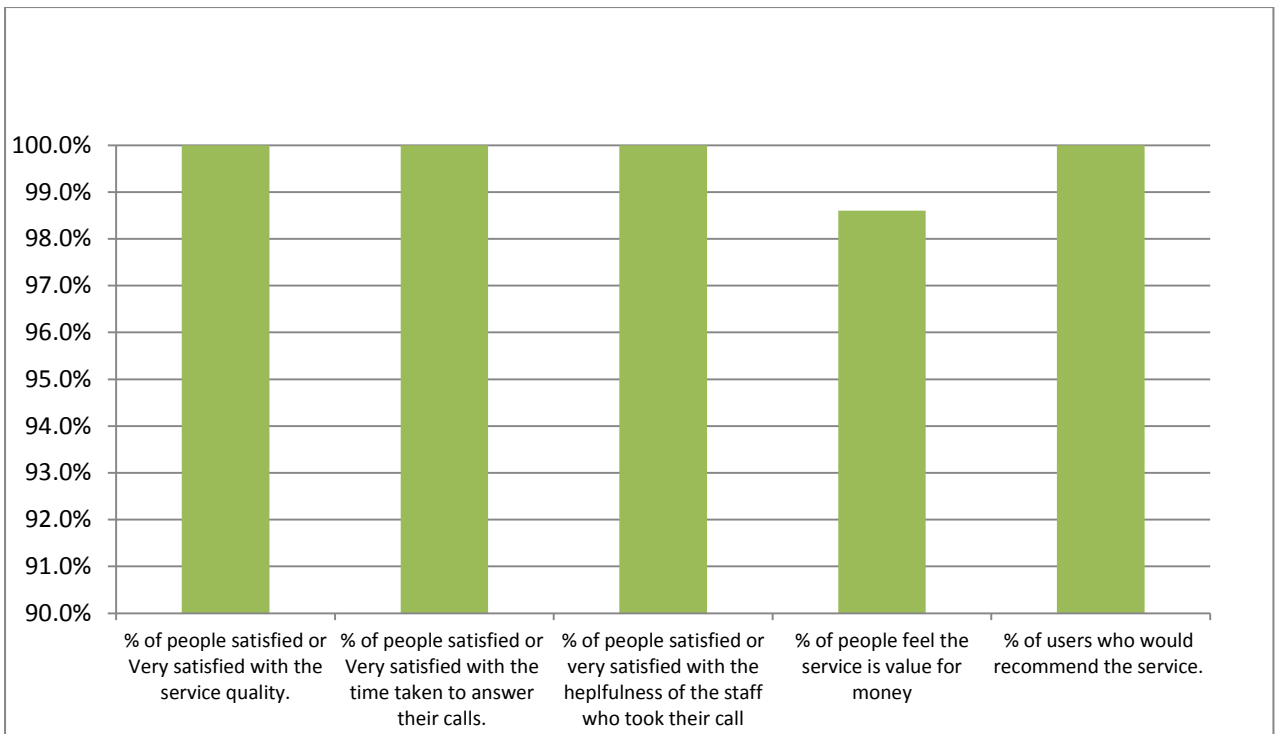
**Poole Lifeline is TSA (Telecare Services Association) accredited which means that we have to undergo annual inspections to ensure that we are meeting the high standards set by TSA. These standards are embedded into the core of everything we do in lifeline and by monitoring these standards we ensure that we are meeting the needs of our clients and providing the highest level of service possible.**

## USER SATISFACTION

All Lifeline clients are asked to complete a survey when Lifeline equipment has been installed and also when the routine annual checks are completed. TSA standards require that we have 90% user satisfaction.

### Installation

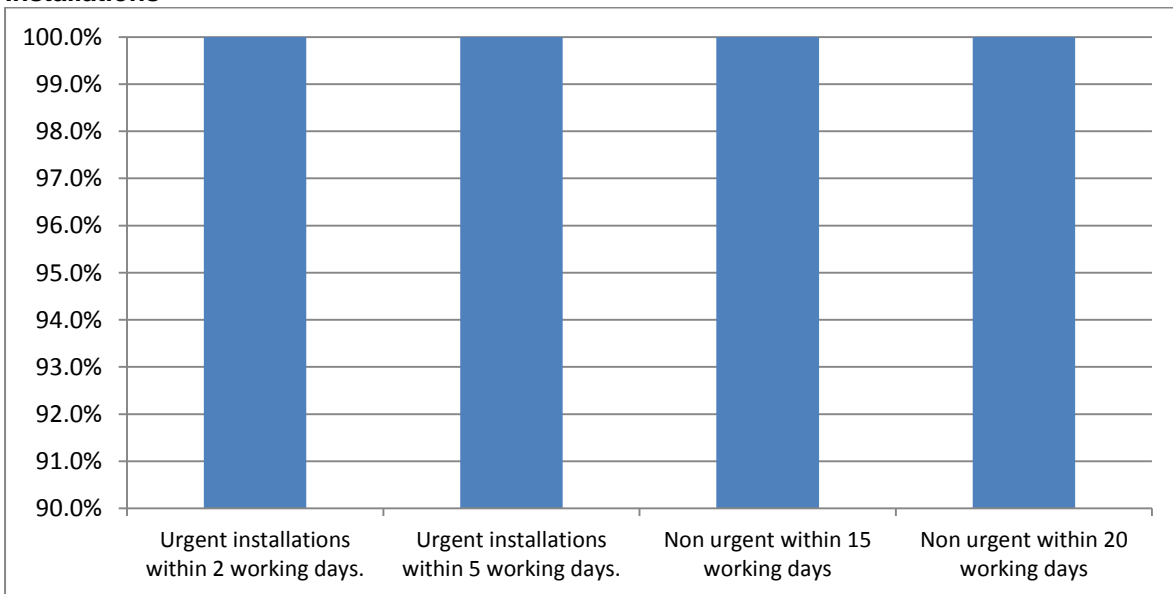




## INSTALLATIONS

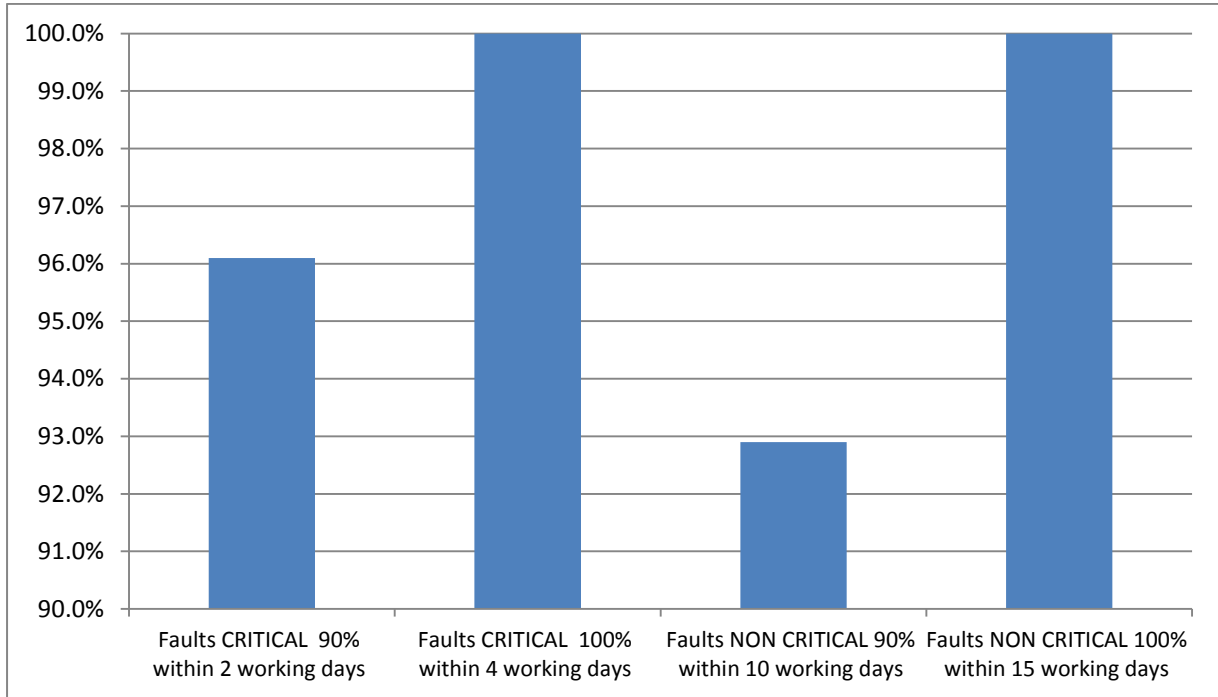
Requests to install Lifeline equipment come from various sources i.e. individuals, professionals, and internal departments. TSA standards require that we carry out 9 of every 10 urgent installations within 3 working days and 9 out of 10 non urgent installations within 16 working days

### Installations



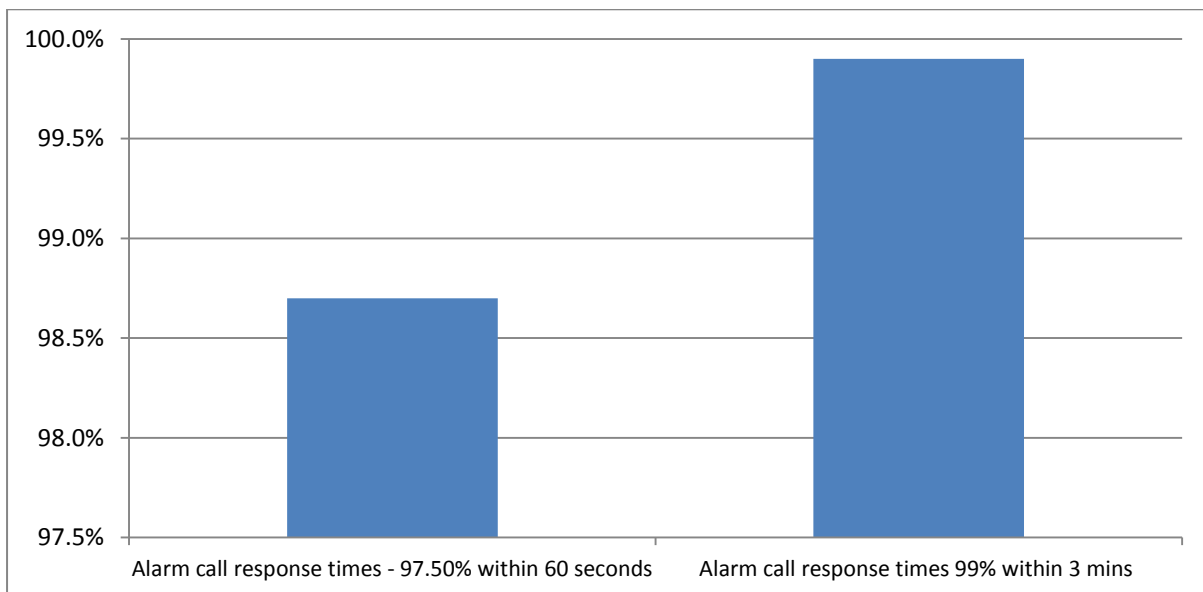
## TELECARE REPAIRS

Should any part of the Lifeline equipment become faulty we will rectify the problem on site within 48 hours, in the event that we are unable to rectify the fault a replacement until will be installed. TSA standards require that we respond to critical repairs within 48 hours and non critical repairs within 11 working days



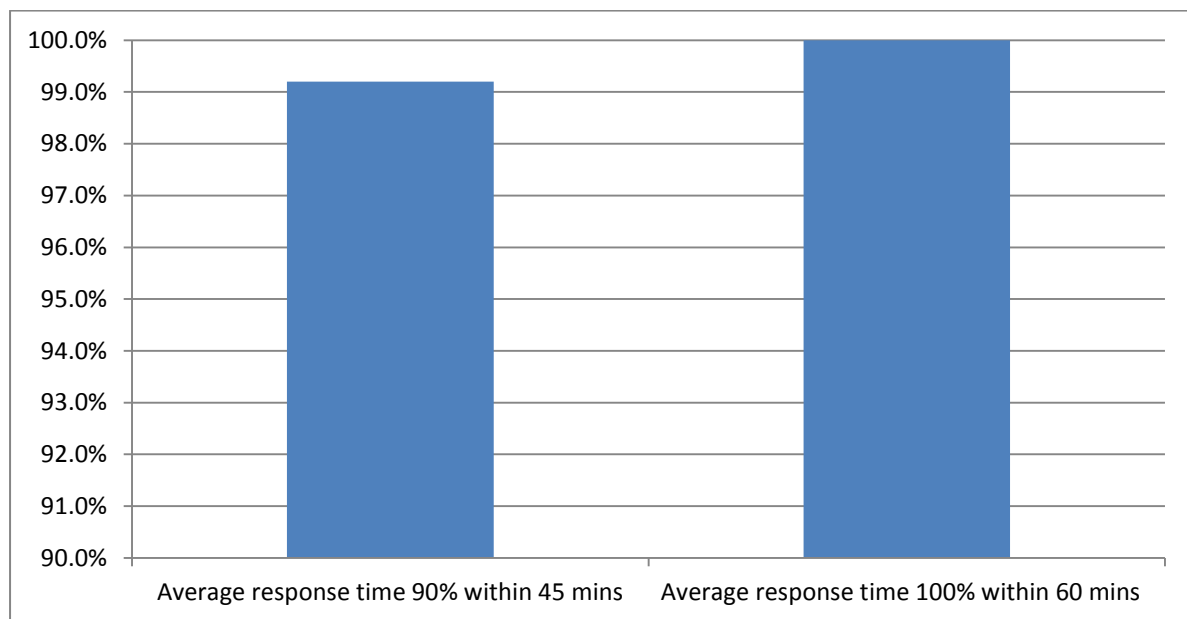
## TELEPHONE CALL HANDLING

TSA Standards require that 97.5% of Lifeline alarm calls are answered within 1 minute and that 99% of the remaining calls are answered within 3 minutes



## INCIDENT RESPONSE TIMES

In addition to providing a monitoring service Poole Lifeline also offers our customers a mobile service which means that in the event of an alarm being triggered our operators will quickly assess the situation and if required will send an operator to the clients property to support them until the necessary emergency services arrive on site. TSA standards require that 9 out of 10 calls are to be responded to within 45 minutes and the remaining calls to be responded to within 60 minutes.



## ACHIEVEMENTS IN 2020 – 2021

- ✓ We answered a total of 196,346 calls between 1st April 2020 and 31st March 2021, 112,173 of which were related to Lifeline activations.
- ✓ We provided a mobile response service to 4017 clients by attending their property
- ✓ We undertook 1257 assisted lifts between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021 and prevented the need for emergency services in 829 of these calls
- ✓ We successfully retained TSA accreditation following our annual audit inspection
- ✓ We have kept abreast of technology changes and advances in Telecare and further embedded our processes to ensure we are future proofing the service enabling us to meet complex and demanding installations
- ✓ 100% of our customers surveyed were satisfied with the overall service and 100% of clients surveyed thought the service was value for money
- ✓ Our average response time to call outs was 19.52 minutes
- ✓ Unfortunately we were unable to hold our annual client focus group due to Covid – 19 restrictions. We are hopeful that this event will be held later this year. If you would like the opportunity to be involved in our focus group please contact us on 01202 733255



## TARGETS FOR 2020 - 2021

- To answer 97.5% of our calls within 60 seconds
  
- To respond to 90% of our mobile response calls within 45 minutes
  
- To work with our colleagues in Social Services to ensure we enable our most vulnerable residents to remain independent in their own homes
  
- To retain TSA accreditation following our annual audit inspection
  
- To continue to merge the Poole, Bournemouth and Christchurch Telecare supply into one service
  
- To continue to meet with user groups and raise awareness about telecare across the community
  
- To extend the response/assisted lifting service to Bournemouth and Christchurch
  
- To continue to grow the service and ensure our clients receive value for money
  
- To ensure we continue to provide a critical service to our clients in a professional and friendly manner

Poole Lifeline is continuously looking to improve the service we deliver to our customers and to build on the high standards of service we provide.

To help us keep up to date on the needs of our clients we hold a Customer Focus Group with clients, service providers and staff. At various times throughout the year we would welcome the opportunity to meet with you or to write to you to get your feedback on new ideas, equipment or ways of working.

If you would like to be part of this group please contact us, providing your name, address, contact details and your preferred choice of contact i.e. telephone, post, email or face to face

**Poole Lifeline Telecare Service**

Operations Centre  
Civic Centre  
Poole  
Dorset  
BH15 2RU

Tel: 01202 733255

Email: [OperationsCentreManagement@bcpcouncil.gov.uk](mailto:OperationsCentreManagement@bcpcouncil.gov.uk)

**Other formats and translations**

We can supply this or any other information relating to our services in large print, on audio tape or in your own language.

Please call 01202 733255

It is also available online at:-

**Website** [www.bcpcouncil.gov.uk/lifeline](http://www.bcpcouncil.gov.uk/lifeline)

**Email:** [enquiries@bcpcouncil.gov.uk](mailto:enquiries@bcpcouncil.gov.uk)

***Please don't forget that in order to maintain high standards and to help improve our service all calls to Poole Lifeline are all recorded.***