

Annual Report 1 October 2018– 30 September 2019

Welcome

We are pleased to present our sixth Annual Report for the East Riding of Yorkshire Council's Lifeline and Responder Service. The report looks at what we have achieved over the last 12 months and our plans for the future.

Overview

The Lifeline and Responder service offers a range of connected technology enabled care solutions designed to help people live more independently, and with an improved quality of life. The service offers a wide range of technology available to support people with very different needs enabling people to remain safe at home, staying out of hospital or residential care and giving family members the peace of mind that their loved ones have help at the press of a button 24hrs per day.

Should you or your loved ones require help your Lifeline equipment will automatically connect you to our 24 hour monitoring centre, which is staffed by a team of friendly and experienced professionals who deal with each and every call with care and compassion.

The Lifeline service is available 24 hours a day, seven days a week, 365 days a year. It has its own dedicated Community Responder Service that provides physical response direct to the customer's home. The responders are trained to deal with a range of events and provide solutions such as calling the emergency services and staying with the customer until they arrive, providing reassurance, dealing with any health and safety risks which may occur and provide assisted lifting to customers who have fallen and are uninjured and just need help getting up.

The service operates its own Technician Support they match the services offered to your specific needs and will assist with safe and independent living through the use of appropriate technology. The Technicians undertake all initial installations of equipment and are available for technical support and advice to meet customer's needs.

We provide a service in any home, regardless of size, layout or location of the property.

How are we doing?

Installation

The team of technicians install all our lifeline equipment working to Telecare Services Accreditation (TSA) Standards these are:

- 100% of **urgent** installations completed by the end of 3rd day following referral.
- 100% of **non-urgent** installations completed by the end of 16th day.

Monitoring

We have a team of trained professional operators waiting to take your call. Our operators also take calls for the council's customer services and the Adults & Children's Team out of hours, as well as council lone workers. Our operators strive to meet the TSA Standards which are:-

- 97.5% of calls are answered within a minute and
- 99% of all calls to be answered within three minutes.

Between 1 October 2018 and 30 September 2019 the actual average figures that were achieved within the Lifeline Control Centre were:-

- 92.13% of calls were answered within one minute and
- 99.42% of calls were answered within three minutes.

The Lifeline service has 11,746 links to the system. Between 1 October 2018 and 30 September 2019 573,397 calls were handled by our operators which equates to 1712 calls handled per day.

All incoming and outgoing calls received via the system are voice recorded and kept for a minimum of 12 months but the system has capacity to store the information for up to 7 years.

Response

Community Responders are available 24 hours a day, seven days a week, 365 days a year. They are based across the East Riding of Yorkshire and are ready to offer help and support to people who have activated a Lifeline call.

As well as attending emergency calls our Community Responders also attend non-emergency calls which can be to collect equipment or to respond to Lifeline equipment faults.

Responders also complete an annual update visiting all customers at least once a year to test the equipment and ensure that the information held about customers is accurate.

Community Responders also complete Level 1 Falls Assessments when an individual has had a fall. This assessment identifies why the client has fallen and what preventative measures can be taken to prevent further falls.

We also deliver a Practical Home Service (PHS) this simple service is to support with practical tasks on a short term basis to help people

to return from hospital or prevent an unnecessary admission into hospital or respite care. The Service is delivered over a 72 hour period via a face to face visit or via the telephone.

In the period between 1 April 2018 and 31 March 2019 we have delivered this Service to 173 people within the East Riding of Yorkshire.

The Community Responder Service also strives to meet TSA standards which are:

- 95% of emergency calls visited by a responder within 45 minutes.
- 100% of all emergency calls visited by a responder within 60 minutes.

Between 1 October 2018 and 30 September 2019 the actual average figures that we achieved were:-

- 96.36% of emergency calls visited by a responder within 45 minutes.
- 98.14% of all emergency calls visited by a responder within 60 minutes

The Community Responders attended 11,565 calls to lifeline users within the East Riding of Yorkshire in the period between 1 October 2018 and 30 September 2019.

What our customers say about us

We want you to be happy with the service you receive and welcome your feedback. We regularly undertake feedback surveys and you may be called by one of our operators to ask how you have found our service. This feedback helps us to develop the service we offer. The table below shows the results of our customer satisfaction surveys between 1 April 2018 and 31 March 2019.

	Quality of Service	Speed of Response	Helpful Staff	Value for Money
Installation	100%	100%	100%	99%
Monitoring	98%	100%	99%	100% joint
Response	98%	100%	99%	

Within the period 1 October 2018 to 30 September 2019, the service received 57 individual compliments.

Complaint Handling

There may be times when you are really pleased with our service, and we want you to tell us when we get things right. At other times you may want to complain about our service or about something we have done or failed to do. We take any complaints seriously and would like the opportunity to discuss these with you; our details are provided at the end of this report. However, should you wish to make a formal complaint contact the council's customer relations team on (01482) 393939 or email: customer.relations@eastriding.gov.uk or by writing to them at the following address: Customer relations team, East Riding of Yorkshire Council, County Hall, Beverley HU17 9BA. We received one formal complaint during this period which was dealt with by this method and was concluded satisfactorily for the customer.

All other concerns raised directly to the Lifeline service were resolved promptly.

Key achievements

- As a responsible Council we also ensure that we have a Disaster Recovery centre available in case of flood, fire or electrical failure. This centre was also included in the upgrade to ensure our 24 hour 365 service delivery.
- We have successfully maintained the accreditation from the Telecare Services Association (TSA) for our monitoring, installation and response services.
- The Lifeline and Responder service employs approximately 161 people locally.
- The Service has continued to work with a wide range of organisations across the East Riding including the Police, Ambulance Service, Fire Brigade, Voluntary services, NHS, Social Care and the Carers Association.
- Implementation of mobile technology for the service, to enable us to work within the new data protection guidance and ensure security of data at all times.
- We have invested in our infrastructure upgrading our systems so we have the equipment and systems in place to deliver the service.

Plans for the future

- In this forthcoming year we continue to review our service and structure and we will continue to invest in staff training and development so we can ensure we have the right employees, with the right skills in the right place at the right time.
- We will continue to be aware of technological developments and work with our partners in the development of new innovative Telecare products to best support vulnerable people.
- We will continue to develop a marketing strategy and action plan to promote the service and review our promotional material, website presence and use of social media.
- We will continue to comply with the new TSA Quality Standards Framework in order to deliver an excellent service supporting people to maintain their independence, knowing that support is available 24 hours a day, 365 days a year, should they need it.
- We will continue to work in partnership to promote independence, choice and social inclusion of people in the East Riding to enable them to live as independently as possible
- Seek out new opportunities to develop the service and support to meet the future needs of the community
- Identify, invest in and implement assistive technology service, to maximise independence
- Gather and analyse data intelligence, in order to provide a proactive and responsive service
- Identify and reduce risk as far as reasonably possibly to promote the individuals well being
- Offer assistive support to enable people/carers to actively recover from ill health, in order to stay well and help them stay independent for as long as possible
- Enhance the assistive technology community offer, to boost resilience and support the prevention agenda to support a strengths based approach

How to contact us

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