



# DEANE HELPLINE ANNUAL REPORT 2020/2021



## **Our Mission**

To support the community with a dedicated 24 hour response service.

## **Our Vision**

“To provide a service of excellence in support of our customers. We will earn our customers’ enthusiasm through continuous improvement driven by the integrity, dedication, teamwork, and innovation of our team.”

## **Our Business Principles**

We have established four essential principles which support our vision and help make it happen:

- Innovative, forward looking and focused on results.
- Putting the needs of individual customers at the heart of all we do.
- Ensuring the delivery of accessible, high quality services that provide good value for money.
- Making a positive difference to the quality of life in the communities we serve.



## **Our Service**

Somerset West and Taunton Council runs the Deane Helpline. Our Lifeline team installs and maintains specialist equipment which when used connects to our 24hr Alarm Receiving Centre (ARC).

The team have been helping customer's lead independent lives in their own homes for over 37 years. We support over 10,000 alarm connections in the Somerset West and Taunton also areas further afield. This year we handled 354,498 calls, the majority were direct calls from lifeline equipment with the remainder made up of Out of Hours housing maintenance management calls and lone worker monitoring calls for over 350 people.

The service holds accreditation under the TSA (Telecare Services Association) Code of Practice for Referral, Service Tailoring, Telecare Plan, Installation, Response and Monitoring. Next year we will be working towards the new code of practice.

During the COVID Pandemic Deane Helpline has continued to serve our customers and support the NHS Ambulance service by continuing to respond to non-injured fallers across Somerset West and Taunton Council.

For information of how we have adapted our procedures and service during these unprecedented times, see our COVID report on page 6

## Our Performance

Our standards of performance at Deane Helpline is top priority and in almost all cases we have achieved results higher than the recommended level set by the Telecare Services Association.

	TSA Requirements	Our Performance
<b>Installation</b>		
Urgent Installations completed within 2 working days	90%	<b>99.2%</b>
Non-Urgent Installations completed within 5 working days	90%	<b>91.4%</b>
Critical Repairs completed within 2 working days	90%	<b>99.2%</b>
Non-Critical Repairs completed within 10 working days	90%	<b>91.8%</b>
<b>Monitoring</b>		
Calls answered within 60 seconds	97.50%	<b>97.23%</b>
Calls answered within 180 seconds	99.00%	<b>99.76%</b>
Total Number of calls answered		<b>331,471</b>
<b>Emergency Response</b>		
Responder arriving at service user's home within 45 minutes	90%	<b>95%</b>
Responder arriving at service user's home within 60 minutes	100%	<b>97.5%</b>
Total Number of Emergency Response Calls		<b>1716</b>
Average Response Time	45 Minutes	<b>23.24 Minutes</b>

## Financial Information

### Customer Survey Results

Lifeline Services	Excellent	Good	Average	Poor
How sufficient was the information provided at your lifeline demonstration?	72%	17%	0%	0%
How helpful was our visiting officer?	80%	20%	0%	0%
Emergency Response	Excellent	Good	Average	Poor
How helpful was our visiting response officer?	95%	05%	0%	0%
Control Centre	Excellent	Good	Average	Poor
How would you rate the 'Welcome Speech' from the operators, on your initial call?	74%	26%	0%	0%
Do you feel reassured that your call will be handled effectively in the future?	78%	22%	0%	0%
Do you feel reassured that your call will be handled effectively in the future?	78%	22%	0%	0%
General	Excellent	Good	Average	Poor
How would you rate the service as 'good value for money'?	70%	30%	0%	0%
How prompt was our response to your request?	83%	17%	0%	0%
How would you rate the quality of the service you received?	77%	22%	0%	1%

### Deane Helpline - During the COVID Pandemic

The Covid pandemic has continued to present significant challenges throughout 2020 – 2021. We adapted quickly to keep our customers and staff safe and to continue to provide our service. Monitoring and adapting our service to stay inline with the Government COVID guidelines.

We introduced several new procedures including:

- Social distancing in our offices and staff working remotely, when possible, to reduce contact

- A COVID triage form for all clients calling in asking for assistance. This has enabled us to check if a client has any possible COVID symptoms before attending.
- Full PPE for all our attending staff to help minimise the risk of infection.
- A procedure for new customers allowing us to take all details and set up an account over the phone. The alarm can then be plugged in by the customer to minimise any risk.
- Introduced regular Lateral flow tests for all staff.

During the pandemic we have worked closely with several organisations, including other local authorities and the NHS to provide support to people returning home from hospital and help to people who have been shielding.

Our Emergency Response Officers have also been supporting Somerset West and Taunton Council by delivering Emergency Food Boxes for people who have been self-isolating.

### Calls handling and monitoring equipment upgrade.

On the 31<sup>st</sup> of March 2021 we upgraded Deane Helpline Contact Centre with a fully cloud-based telephony system which is now digitally compliant.

The new system allows the Deane Helpline Team to work remotely and to provide a flexible, agile, and robust service for our customers.