



HANOVERTELECARE

Quality independent living

Welcome to our annual report



The information in this report covers the period April 2011 - March 2012. We've included our performance statistics as well as details of significant changes to our structure and shape of services.

This is a very exciting time for Hanover Telecare. The last year paved the way for future developmental changes and additional services becoming available in 2012. You can read about them here.

We have a robust framework of policies and procedures, which help us deal with feedback in the correct manner. Whether it's a compliment, comment or complaint we welcome your views and will always make sure we respond to them in a sensitive, professional and timely manner.

If you would like to contact us for any reason please email telecareinfo@hsha.org.uk, call **0131 557 7488**, or write to me at **95 McDonald Road, Edinburgh EH7 4NS**.

Tina Piper, Telecare Manager



2011-12 annual report

Call response times

Our targets are set by the Telecare Services Authority (TSA) and are:

- **97.5%** of calls should be answered within **60 seconds**; and
- **99%** of calls should be answered within **180 seconds**.

Period	Total calls received	Answered within 60 seconds	Answered within 180 seconds
Quarter 1	211,498	96.84%	99.61%
Quarter 2	209,920	95.68%	99.53%
Quarter 3	222,734	94.28%	98.91%
Quarter 4	228,735	95.23%	99.07%

Following our significant staffing re-structure during 2011-12, with a clear focus on increasing resources within our control centre, we continue to work hard to further improve our call response times, with the support and guidance of the TSA.

We take on average 2,600 calls a day. The type of calls include staff testing the lines, requests for visits from an emergency responder and reassurance and general needs calls. Our emergency call traffic makes up just 0.53% of daily calls, but it is obviously the most essential part of the centre's work.

Our line usage reports are continually monitored and remain under 3% of overall usage on a daily basis.

Our customers shape our service

Listening to our clients is the key to building successful relationships. Through this process we have improved the customer experience; the way the customer interacts with modern technology, removing the 'fear factor' and demonstrating how today's advanced Telecare equipment can support and keep people safe in their own homes.

Understanding people's concerns has assisted us in undertaking a comprehensive assessment of needs to ensure we provide the right service and product to meet the customers' needs and expectations.

Within Hanover Telecare we are committed to improving our services and looking to the future to meet the changing needs of our customers. We will continue to expand our range of products and services to support our diverse range of clients.

Feedback has included:

"Thank you for an efficient and helpful service"

"What I would do without the service I don't know"

"Excellent service"

"Pressed the alarm by accident but was really delighted by such a quick response"

"The staff are really quick to answer and are very pleasant"

Review of 2011-12

In 2011 we undertook a wide strategic review of our services. Our aim was to identify ways we could maintain the high quality of our services whilst ensuring we could also offer our clients value for money services.

Alongside this, a restructure of the Business & Communications department - which includes Hanover Telecare - was implemented. We believe the revised structure will enable us to offer more efficient, sustainable services, both in the immediate and long-term future.

We have completely re-written our Business Plan to reflect changes in technology and the diversity of our client groups. Our team are committed to delivering the targets we've set. The Plan perfectly demonstrates our core values in supporting people to live independently.

We invested in our call-handling centre with a major upgrade. This included the creation of our second call centre, due to open in Glasgow in 2012. We are the first and only Telecare organisation in Scotland to run a continuous service from two centres. There are massive advantages to be gained from this innovation, including more effective business continuity. It has also allowed us to start development on an enhanced lone worker service, due to be launched later this year.



Our recent customer surveys have demonstrated that we are in touch with our customers and delivering a service that meets and often exceeds their expectations.

We are also dedicated to supporting and developing our staff. As an organisation we have recently been awarded the Investors in People accreditation and were voted one of the Best Workplaces in Scotland by the Great Places to Work Institute in April 2012.

Complaints

Period	Total number of calls	Total percentage of complaints
Quarter 1	211,498	0.009%
Quarter 2	209,920	0.01%
Quarter 3	222,734	0.01%
Quarter 4	228,735	0.01%



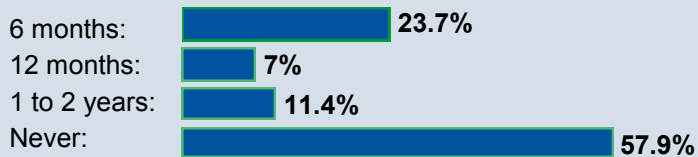
2011 satisfaction survey

In order to ensure we are delivering a service that meets and exceeds our clients' expectations, engaging with them on a regular basis is vital.

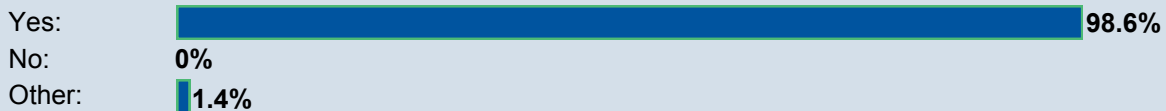
Every year, we carry out a satisfaction survey of our clients.

Below are the results from our 2011 survey.

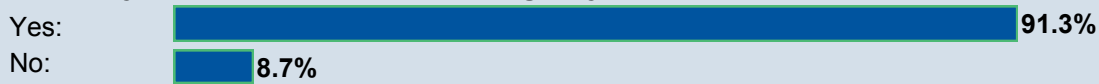
Have you had reason to use your alarm in the last:



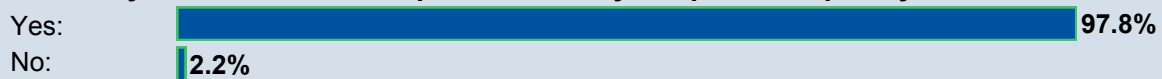
If you have used your alarm, have you been satisfied with the response?



If you used your alarm, did the operator give you their name?



If you used your alarm, did the operator identify the problem quickly?



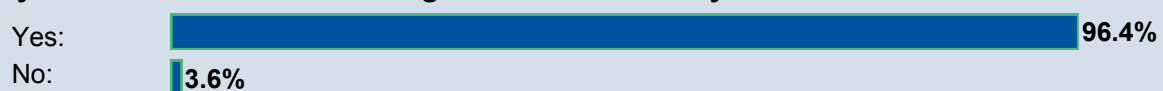
If you used your alarm, was the problem resolved?



Do you feel more independent having the Hanover Telecare service?



Do you feel Hanover Telecare is good value for money?



Are you happy with the service you receive from Hanover Telecare?



About Hanover Telecare

Hanover Telecare is Hanover's round-the-clock emergency call and response service, with more than 42,000 connections.

Operating since 1987, Hanover Telecare's team of trained operators are on hand all day every day to provide assistance to a wide range of users, with an even wider range of needs.

We provide the following services:

Grouped
Housing
monitoring

Out of hours
maintenance

Telecare
monitoring
for individuals

Stock
management

mCare

Lone worker
monitoring

To find out more about our services then get in touch with us - email businessenquiries@hsha.org.uk, call **0131 557 7488** or visit www.hsha.org.uk/telecare