

CARELINE COMMUNITY SERVICES

Our Careline Service continues to support residents across the District, we currently have 1,400 customers. The focus for the service over the last 12 months has been to transfer customers to our new call monitoring provider Tunstall Healthcare.

The migration period of moving customers details over to Tunstall commenced on 01/07/2021 and took three weeks. We carried out comprehensive checks on the data to ensure it was accurate and took the opportunity to contact customers to update their details. From the 26/07/2021 Tunstall began to contact our customers by phone to remotely reprogram their Careline units. Once the reprogramming had taken place, customers alarms calls were then monitored by Tunstall.

Any customers that Tunstall were not able to reach by phone or had a call blocker active on their line were then referred to us on a weekly basis. Our Neighbourhood Warden team and Business Administration team visited customers to manually reprogramme their units throughout August and September. We successfully reprogrammed all the units prior to the project completion date of 30/09/2021. Due to the migration period that is required to change customers to the new contractor there was an overlap of contracts between 01/07/2021 to 30/09/2021 and this has increased the monitoring costs for the service of this year only as well as the one-off data transfer costs.

A benefit of the new contract means that we now have access to real time data which is hosted on Tunstall's PNC system. This ensures that any information that is updated is instantly available to us here and also at the call centre therefore ensuring the best possible customer service and keeping our customers safe. This system has significantly reduced our administration time and allows us to view the calls history of the customer. We have seen a large reduction in the amount of faults and requests for us to contact customers since having the new system as the call centre is able to provide first line support and troubleshooting service. We now have an enhanced monthly reporting function that allows us to identify issues before they occur. For example, if a customer has not performed their monthly test call for over three months they will appear in a list so we can contact them and check they are ok and ask them to complete a test call to make sure the unit is working correctly.

We will be continuing with a self-installation option for customers which allows relatives, carers and friends to fit the Careline equipment for them when they are visiting the customer negating the need for a Neighbourhood Warden to enter their home. There is exciting news for 2022 that we will be launching a new Careline sign up promotion that includes useful Community Safety items to help customers to enhance their personal safety and security at home. This promotional pack will also contain information about Health and Wellbeing Healthy Lifestyle Schemes and classes. Our Neighbourhood Warden team will also be reaching out to Community groups and Hubs to offer our services across the District.