



Riverside Helpline – Annual Report 2016/17

Overview

The Riverside Helpline service is based in the Groups Head Office in Speke, Liverpool. It is located within the Customer Service Centre. The aim of the service is to provide a high quality monitoring service available to anyone who needs it. Helpline currently monitors 18,163 connections which includes 225 schemes

The service is provided 24 hours a day and 365 days a year. We have 69 trained Advisors handling calls and a management team comprising of 2 Coaches, 2 Team Leaders, 8 Technical Support Officers, 4 helpline Support Officers, 1 Business Development Officer and 1 Helpline Manager.

Summary of Latest Tele Services Association (TSA) Code Audit

Riverside Helpline was inspected in October 2015. We successfully achieved reaccreditation for Monitoring, Installation and Service Tailoring. Our next audit is due to take place November 2017, the outcome will be published once available.

Actual performance against Key Performance Indicators (KPI's)

KPI's are used to measure performance and are used to help us evaluate ourselves against our service objectives. The Helpline records a number of KPI's on a monthly basis but given the often venerable nature of those who require our service, for our customers the most important measures are how we respond to requests for assistive technology, how quickly and helpfully that equipment is installed and made available to those who require it and how quickly we are able to deal with calls to ensure we are able to facilitate getting the required help and support to those who need it. Below are a number of tables which outline how we are performing against KPI's in these areas:

Call monitoring

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Speed in which alarm calls are answered											
Total percentage within 1 minute	99.29%	99.29%	99.29%	99.29%	99.29%	99.29%	99.29%	99.29%	99.29%	99.29%	99.29%
Total percentage within 3 minutes	99.94%	99.94%	99.94%	99.94%	99.94%	99.94%	99.94%	99.94%	99.94%	99.94%	99.94%

Complaint Handling

Number of complaints received in last 12 months		1
5 day response	Target 100%	100.0%

Customer Satisfaction

Being able to measure our performance against KPI's is important, but considering what our customers think and feel about the service being provided is vital in ensuring we continue to deliver a service which is not only efficient but is also fit for purpose and meeting the needs for the clients who use it.

This year we issued 643 satisfaction surveys and had a response rate of 69.8% which is up by 2.8% on last year.

User Satisfaction

	Sample required Target	Sample actual		Target	Service quality	Speed of response	Staff helpful	Good value
Installation	5%	5.1%	Satisfaction level	90%	100%	94.8%	97.4%	100%
Monitoring	5%	5.1%	Satisfaction level	90%	98.2%	98%	95.3%	96.3%

We continue to exceed expectations in terms of how our service is considered by its users with **99.2%** of clients stating they would recommend the service to a friend, high praise indeed!

The table below outlines last year's satisfaction levels and just goes to illustrate the continued success we are having in raising standards for our customers.

	Service Quality	Speed of Response	Staff Helpful	Good Value
Level of Satisfaction	92 %	93 %	95 %	93 %

These surveys of course highlight some areas for improvement and feedback will be used to help us learn and improve moving forward but we are happy we are able to make a difference to the lives of user of the Riverside Helpline, here's what some of them had to say:

I would 101% would recommend to a friend, the service is brilliant and I hope it doesn't change.

Lovely knowing someone is always there for you - Helpline are very polite.

Joanne was wonderful, could not have been more helpful. Give her a pay rise and a bottle of champers

I feel lucky I haven't had to use it but I'm thankful to have it there if anything did happen

Training

In order to ensure service standards remain high and to identify any additional training requirements, each of the 69 Helpline Advisors takes part in a training exercise which involves having 2 calls per month assessed by the Helpline coaches. Since October 2016 the Coaches have trained:

- 8 new Helpline advisors
- 1 new Helpline coach
- 43 Advisors have attended Helpline staff refresher training

In addition to this and other mandatory training provided by The Riverside Group, training was made available to all Advisors by Samaritans in relation to dealing with vulnerable and potentially suicidal customers. Training was also made available through The Riverside Group on the issue of Domestic Violence. The training provided attendees with an understanding of these often complex issues, providing insight as well as practical communication skills and appropriate signposting knowledge.

Involvement in customers in shaping the service

Throughout 2016/17 we have held monthly CSC Tenants Group Meetings. These meetings have brought together Helpline and non-Helpline customer representatives from general needs, leasehold, private and Riverside scheme properties to discuss all aspects of the service so that Riverside can see how Helpline and other services could be integrated to improve the experience for our customers. We have also opened up a communication channel between CSC and Helpline staff and the Tenants Group so that staff can ask directly for the groups comments in relation to how we handle customer enquiries. The team have found information and advice from the group extremely helpful particularly in terms of empathy and understanding towards callers.

Significant Achievements

<u>Last year's future target</u>	<u>Update</u>
Developing further and growing the LCC / LCCG Telecare contract	This has increased from just over 1000 connections to 4008 connections

<p>Exceed all TSA targets for Monitoring and Installation</p>	<p>Our satisfaction results illustrate that we have exceed the expectations in relation to what our customers think and feel about the service as set out by the TSA.</p>
<p>Develop an ambient fall detection solution with Liverpool CCG and Liverpool John Moore's University</p>	<p>It was identified that the growth and development of the services provided by the Riverside Helpline would be a priority moving forward and providing the sufficient amount of time and resources to do this would be vital in ensuring Riverside are best placed to meet the developing needs of its customers and remain a competitive and quality partner and provider in the future. In light of this a Business Development Officer position was created and commenced employment August 2017. A development and growth strategy is currently in development which will clearly identify directions for future provision and an operational plan as to how objectives will be delivered.</p>
<p>Introduce a Geo-tracking solution for health professionals and social workers to refer into</p>	
<p>Grow our service offering and dispersed numbers in Carlisle</p>	
<p>Introduce a wearable epilepsy sensor for LCC / LCC</p>	<p>It was decided that in order for these to be made possible, a new platform management system for the Riverside Helpline would be the best way forward, to meet not only this requirement, but to also best serve the Riverside Helpline as a whole. Soft market testing has now taken place and a potential new platform monitoring system has been identified, it is currently under a process of due diligence with the IT department.</p>
<p>Introduce an online portal which will allow partners to electronically refer directly into Riverside for the Helpline service.</p>	

In addition to the steps we have taken to meet our objectives over the past 12 months we have also been successful in securing a contract with Liverpool Clinical Commissioning Group (CCG), have been selected to deliver this project places The Riverside Group as the number one provider in Merseyside area for Telehealth and Telecare services.

Targets Set & Future Directions

Our aim over the next 12 months is to continue to provide a quality service to our current customers whilst expanding the services we offer and making them more widely available to those who would benefit from them. In order to do this we will:

- Publish a detailed Growth and Development Strategy to identify opportunities for diversification and expansion
- Attend and develop more customer events in order to gain customer insight and ensure we are meeting customer needs
- Continue to exceed expected satisfaction levels

Service Improvements

Digital technologies are having a growing impact on health and social care provision and more and more consumers are adopting new technologies to help them manage their own health and wellbeing. This is resulting in a significant shift in the way healthcare services are being delivered. In light of this, British Telecom have announced that by the year 2025 they will move from the current analogue telephone services to Internet Protocol voice telephone services.

Riverside's Helpline service is already preparing for the UK's digital switchover. We want to futureproof our Helpline system to enable us to maximise the potential of new technologies to underpin new improved models of care which will dramatically improve people's quality of life and help people to remain independent in their homes for as long as possible if this is what they choose.

We have undertaken some work to assess available solutions and have identified an option that presents improved system capabilities to support Helpline. We have undertaken an IT investigation project to ensure this is the best option to take Helpline into the future and hope to implement the new system early next year.