

# Social Alarm & Mobile Response Service Service Standard

## As our service commitment to you we will:

- ☺ Provide an emergency response service 24 hours a day, 365 days a year through our Control Centre using the most up to date equipment to ensure that calls are received and handled as quickly as possible to all our customers.
- ☺ Provide an efficient, effective emergency response service providing our customers with choice, dignity, and fairness.
- ☺ We aim to promote the dignity, security, confidentiality, choices, rights, privacy, equal opportunities and well being of our customers.
- ☺ Through the use of the Telecare sensors we aim to promote Independence allowing for customers to remain in their own homes for longer
- ☺ Provide all our customers with full details of how the Lifeline service and Telecare Sensors work.
- ☺ Comply with the Telecare Services Association Code of Practice.
- ☺ Aim to answer all calls from the customer to the Control centre within one minute in line with the TSA call handling standards.
- ☺ Answer all customer calls in a professional, caring and courteous manner.
- ☺ Contact the emergency services, friends, family or designated person immediately if their assistance is required.
- ☺ If you have made an emergency call to us and have signed up to the Option 2 service, we aim to visit you within 60 minutes.
- ☺ Make and keep an appointment for an installation or demonstration within 24 hours of you contacting us.
- ☺ Check your personal details every 12 months so that we can provide the best service possible to meet your needs.
- ☺ Update any changes to the information we hold about you and your contacts within 24 hours of you telling us
- ☺ Respond to any reported equipment fault, 1 working day (24 hours) by replacing the equipment or fixing the fault.
- ☺ We will work in partnership with Social Services, Primary Care Trusts, Health Services, the Voluntary Sector and Supporting People
- ☺ Partnership in Lancashire to help provide effective services for our customers in their own homes.
- ☺ Carry out regular surveys to monitor the quality of our service.
- ☺ Confirm an appointment by telephone or letter and provide proof of identity before entering your home.
- ☺ Treat you and your home with respect.
- ☺ Ensure the work is carried out to a high standard and your home is left clean and tidy.

## Putting things Right

We always try to provide the best service that we can. However, if you feel that we have not met your expected standards then please let us know by contacting the Control Centre on **01772 436756**

If you are still dissatisfied, we encourage you to complete a complaints form. These are available from any of our offices. Alternatively you can contact the Head of Customer Services on 01772 450600 or write to:

Head Office  
Sumner House  
21 King Street  
Leyland  
PR25 2LW  
Tel: 01772 450600  
Fax: 01772 450601

Email: <mailto:controlcentre@progressgroup.org.uk>



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