

# Nottingham On Call

service standard 2008-09



**We aim to help older, disabled and other vulnerable people live independently by providing a high quality response service for care and community alarms.**

To achieve this we will:

- Answer 98.5% of all alarm activations within 60 seconds
- Get the Mobile Support Team to you within 30 minutes of an alarm activation where required
- Respond within 24 hours if your equipment fails. If it needs replacing or will take more than 24 hours to repair we will provide an alternative alarm unit
- Install a care alarm within eight working days of your request
- Contact you once a year to check the information we hold about you is up to date and to carry out a maintenance check of your care alarm and associated equipment
- Produce four newsletters a year and an annual report for all alarm users. These will be written with the help and advice of members of the Sheltered Housing and Telecare Users Forum
- Meet with the Sheltered Housing and Telecare Users Forum every two months to discuss our services
- Keep a record of all activations to help us train staff and improve our service
- Only use trained staff and only send staff to visit you who have passed Criminal Record Bureau checks
- Maintain our accreditation to the national standards set by the Telecare Services Association
- Carry out an annual satisfaction survey of all customers and use the results to improve our service
- Tell you how we have performed each year.