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REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 18
DATE OF MEETING:	17 <sup>TH</sup> NOVEMBER 2005	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF COMMUNITY SERVICES	OPEN
MEMBERS' CONTACT POINT:	DAWN DAWSON (Ext 5797)	DOC:
SUBJECT:	SHELTERED HOUSING	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01

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### 1.0 Recommendations

- 1.1 That Members consider the quality mark attained by the CareLine Service.

### 2.0 Purpose of Report

- 2.1 To inform Members of the accreditation of the CareLine Service to the Telecare Services Association's (the former the Association of Social Alarm Providers – ASAP) code of practise for Social Alarm Services, Parts I and II.

### 3.0 Detail

- 3.1 Members are aware that CareLine offers a lifeline monitoring and response service to people, across the District. These services provide support which helps potentially vulnerable people maintain their independence in the community. Customers are primarily older people, most of whom reside within our own Sheltered Housing accommodation, but also include a growing number of people of all ages with varying health issues in the private sector.
- 3.2 Launched by the Telecare Services Association (TSA) in 1998, the Code encourages the provision of good quality customer service by officially recognising those service providers who meet its demanding criteria. The criteria covers over 600 areas including all policies and procedures and range from the way in which customers are greeted, the information we hold about them, through to emergency procedures in the event of a system failure. To become code compliant, organisations need to have detailed procedures covering all aspects of their operations, and

demonstrate that service delivery is in accordance with these procedures.

- 3.3 CareLine staff have been working on achieving compliance for the last 8 months. New data, such as the ethnicity of customers, has been gathered and formal procedures covering every aspect of CareLine's functions have been formulated in line with the TSA requirements.
- 3.4 On the 30<sup>th</sup> and 31<sup>st</sup> August this year, independent audits were carried out by the Security Systems and Alarms Inspection Board on behalf of the TSA. These audits confirmed CareLine's compliance with the code of practise and the award was formally presented in September.
- 3.5 CareLine is now a member of a prestigious group of community alarm centres, as it is one of only 14 such centres, out of over 250 organisations that have achieved accreditation to both Parts I and II.

#### **4.0 Financial Implications**

- 4.1 None relating directly to this report, although this accreditation will allow for the possibility for CareLine to expand and develop it's business.

#### **5.0 Corporate Implications**

- 5.1 This achievement demonstrates continuous improvement attained by the CareLine Service.

#### **6.0 Community Implications**

- 6.1 This achievement validates the services provided by CareLine to some of the most vulnerable residents of the District, ensuring the best possible standard of service is delivered.

#### **7.0 TACT Comment**

- 7.1 TACT appreciate the work of the CareLine team and pass on their congratulations in achieving this standard. One member of TACT, and a recipient of the CareLine service, described it as her "lifeline".