



Hanover Telecare

Key Indicators of Performance

Hanover Telecare continues to perform at a high level. We welcome anyone who has any concern about services and in particular the vulnerability of any of our customers to get in touch with us.

There are sufficient resources allocated to ensure only 5% on average of all lines were in use in January to March 2009.

The type of alarm call being received was immediately recognised by our call handling equipment in more than 99.99% of cases.

Calls answering

Call response times remain fast. In January 2009 98% of all calls were answered in less than one minute, in February this was 98% and in March this was 97%.

In a survey of alarm users conducted in May 2009:

- 100% of respondents who had used their alarms felt calls were answered quickly, clearly and politely.
- 96% of respondents felt safer because of Telecare services.
- 96% of respondents felt more independent because of Telecare services.
- 96% of respondents were happy with Telecare services.

In the period January to March 2009, there were no serious unresolved complaints.

Critical equipment faults

Hanover Telecare monitor the time taken to re-instate service to a customer in the event of a critical fault in equipment installed in the customer's premises.

- Service target time: **To respond within 24 hours.**
- Number of service calls in period exceeding target time of 24 hours: **0**
- Percentage of service calls within 24-hour period: **100%**