



# Annual Report 2015/16



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## Governance

Joint Partnership Board  
Quality Assurance Team  
- Finance Governance Group  
- Service Quality Governance Group

## Our Vision

To be the market leader that has maintained people's independence, well-being and safety using the latest technology linked to call monitoring / response service on behalf of a range of customers

## Key Performance Indicators

Galw Gofal has achieved accreditation with the Telecare Services Association (TSA) 2013 Code of Practice for call monitoring and Telehealth Monitoring.

## Time to Answer Calls

Our Target is to answer 97.5% of calls within 1 minute, 99% of calls within 3 minutes and 0% of calls over 3 minutes.

Our call response averages were 97.8%, 99.8% and 0.4% respectively during the year. Average time to answer a call was 10.95 seconds

## Operator Quality Checks

In order to meet the standards of the TSA Code of Practice we monitor 2 calls per month for each operator. We exceeded the 100% target.

## Line Utilisation

Our target is to ensure less than 50% utilisation of each telephone line. Line utilisation on average over the year was between 0% and 24.64%.

## Connections

Total number of connections at the end of March 2016 was 20,572

## Calls received during the year

Galw Gofal received 512,873 calls during 2015/16 i.e. 474,895 Telecare & Lone Worker calls plus 21,454 Out of Hours service calls and 16,524 general enquiries etc., equating to 42,740 calls per month.

## Current Services

Galw Gofal provides call monitoring for the following services:

- Social Alarms / Telecare /Mobile Telecare with GPS tracking
- Telehealth vital sign monitoring
- Telephone Check Call Service - Proactive calling
- Lone Working & GPS tracking
- Carer Cards
- Out of Hours services, including Housing services and property maintenance, Highways and Environmental services, Public Protection. Social Services EDT etc., civil contingency emergency planning support
- Disaster Recovery & Business Continuity



## Customer Satisfaction

In order to meet the standards of the TSA Code of Practice we must achieve 90% customer satisfaction on a 5% sample of all customers. A customer satisfaction survey is undertaken as a rolling programme during the year. Customers continued to demonstrate satisfaction:



- ☺ 99% Satisfied with quality of the service
- ☺ 98% Satisfied with speed of response
- ☺ 99% Felt staff were friendly and helpful
- ☺ 97% Service good value for money

Good customer care and effective communication is important to ensure trust in such a life critical service. We responded to all complaints within 2 working days and work to resolve complaints within 10 working days, which exceeds the TSA targets. 100% target on both counts was achieved during the year.

### Where can we improve?

Of the 512,873 calls received during the year 8 complaints were received with 3 being upheld. We've listened - some procedures have been changed and extra training given to staff.

## Achievements and Activities during the Year

### What happened this year?

We have a new number for general enquiries **0300 123 66 88**. We sent out a fridge magnet to all our customers as a handy reminder.



We achieved the Telecare Service Association 2013 Code of Practice accreditation for Telecare call monitoring and Telehealth monitoring.

We retained the British Standard ISO 9001:2008 Quality Management System.

We upgraded our call handling system to make sure we can monitor the latest technology used for care and support.

We have worked with Conwy County Borough Council to develop a 24/7 Telecare Response service pilot scheme in Conwy.

### Contact us:

If you have any observations or suggestions for the service then please contact us:

Colwyn Bay Site, 8-10 Ffordd Bugail, Colwyn Bay, Conwy, LL29 8TN  
Llangefni Site, County Offices, Llangefni, Ynys Môn, LL77 7TW

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