

Wealden and Eastbourne Lifeline

Statement of Commitment to Quality

Commitment to Providing a High Quality Service

As a provider of support and care to vulnerable people we recognise that our vulnerable customers rely on us for their safety and security. We have implemented policies and procedures to ensure that we deliver services of the highest quality 24 hours a day, 365 days per year.

We recognise that quality is the key to customer satisfaction and competitiveness. We believe that everything we do impacts on quality, from recruitment and training of personnel through to procurement of systems. All our policies, procedures and processes are geared to delivering quality services to the end consumer. We also recognise that because we operate life critical services everyone in the organisation needs to get it right first time.

Continuous Improvement

We are committed to continuous improvement of services to meet the requirements of customers and other stakeholders. We regularly consult to identify changing expectations and feed outcomes into improvement plans which we revise on a regular basis. All employees are involved in setting challenging targets and formulating and implementing improvement plans. We have an active customer feedback process through which we encourage customers to feedback on our performance – the good and the bad. All feedback is analysed and action taken to improve services where appropriate. Performance reports are a standing item on the agenda for weekly management team meetings and Company Board meetings.

Accreditation

The Company is committed to ensuring that its systems for managing quality conform with industry standards and we are accredited to the TSA Code of Practice – Part 1 (Certificated 2 March 2006). The Company will also be seeking external validation that its systems for managing quality conform with ISO 9000. Prior to the merger the Eastbourne Borough Council Lifeline service was awarded a Chartermark and the Wealden service received a favourable review from the Audit Commission. Both organisations prior to the merger have been operating high quality community alarm services for more than 20 years.

Quality Assurance

We publish our quality standards and report our performance to our customers. To ensure that we are achieving consistent quality we regularly monitor performance against key performance indicators and ensure that timely action is taken to address areas of weakness.

In our Telecare Response Centre we regularly monitor quality standards by reviewing calls handling data, sampling calls for in depth analysis (including listening to voice recordings), checking customer satisfaction and regularly reviewing performance of individual team members.

Installation and maintenance work is checked for compliance to procedures and we also check customer satisfaction and conformance to target response times.

Regular checks are also carried out to ensure that our mobile response service is being delivered to specification.

We keep checking with our customers to ensure that they are satisfied with our service.

We have developed a Quality Assurance Framework to help us to manage and improve our performance in key areas of service delivery (See Appendix 1).

POLICY TITLE:	COMMITMENT TO QUALITY
LEAD OFFICER:	MANAGING DIRECTOR
DATED REVISED	APRIL 2006
DATE FOR NEXT REVIEW	APRIL 2008