

Welbeing

Annual Review 2016 / 2017

www.welbeing.org.uk



Contents

- 2 Foreword by the Chief Executive Officer
- 3 About us
- 4 Our customers in 2016
- 6 Key achievements 2016
- 7 2017 and beyond
- 8 Customer satisfaction results
- 9 Key performance indicators

Foreword by the Chief Executive Officer

2016 proved to be, once again, a highly successful year for Welbeing with material growth across all areas of the business. This was particularly exceptional in light of the ongoing financial cutbacks being experienced by the social care and housing sectors.

Our acquisition of the telecare business of Flagship Housing was of particular note, and for the first time creates a presence for Welbeing in East Anglia. Reversing the growing trend within the industry of contact centre consolidation, Welbeing's acquisition averted the closure of the telecare contact centre in Dereham and made a commitment to retaining the highly-experienced call-handling team.

Boosted by the Dereham team and additional recruitment to support organic growth, the number of people employed by Welbeing has increased significantly and now stands at around 170. Key new roles include Adele Newsome overseeing the contact centre in Dereham, Jamie Watson to manage the contact centre in Eastbourne, Paul Westbrook who has been appointed as business development manager in the South and Anthony Anderson as the contact centre trainer.

Our focus during 2016, apart from continuing to grow the business, was to excel in the areas of quality, systems and processes and I am delighted that all the goals set last year were achieved.

During the annual Telecare Service Association (TSA) audit we retained our accreditation, continuing to be one of the select number of telecare service providers to have gained Platinum level status. I am also delighted to confirm we passed our ISO 9001 inspection which was carried out by the independent auditing firm Direct Assessment Services (DAS), also making us one of a small number of telecare service providers to hold this prestigious accreditation. Holding both credentials puts us in an even more elite group of telecare providers, reinforcing our impeccable track record and reliability.

A focus in 2015 was the IT implementation of WelConnect, which provides management of our engineering resource, stock and logistics. Having successfully completed the project, the next stage in our substantial technology investment was the replacement of the telecare contact centre call handling platform. Once careful analysis of all the platforms available had been carried out, a decision was made to commission the UMO system from Verklizan. During 2017 the new system will go through the final stages of acceptance testing to take over for the current application by the summer.

Saving the best news to last, I am delighted to confirm that we have commissioned new headquarters in Eastbourne. Following significant investment, the new 13,000 sq. ft. offices, stores and workshop brings all Eastbourne based operations back onto one single site. The new premises provide much enhanced facilities for our staff whilst also providing space for further expansion. With a dedication to delighting our customers we look forward to welcoming both service users and corporate clients alike to our new head office.

I am sure 2017 will again be an interesting year and prove that, with the support of both our customers and staff members, combined with hard work and innovation, we will once again confirm our position in the top tier of telecare service providers.



Steve Smith
Chief Executive Officer

About us

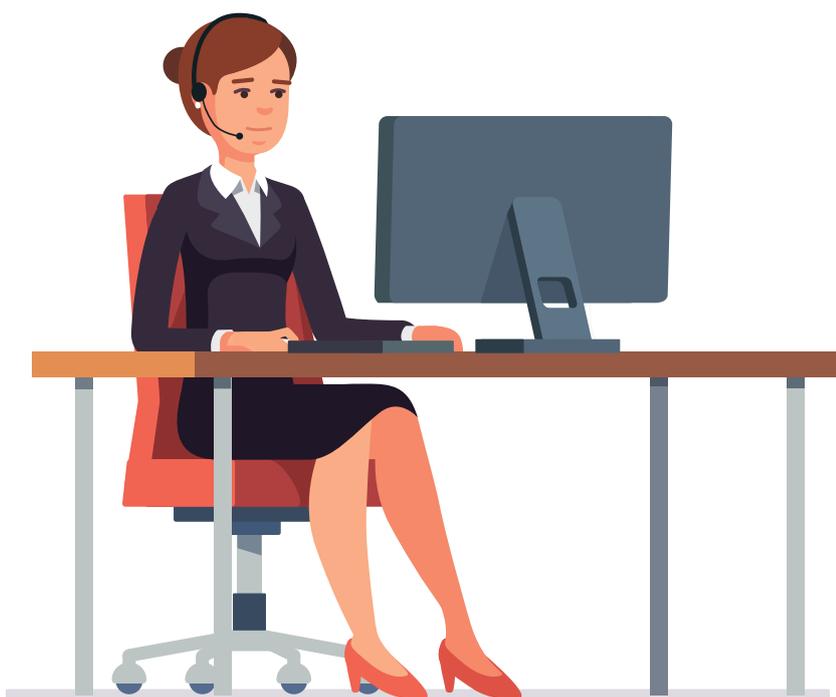
Welbeing is one of the UK's largest telecare organisations. We now provide services to over 70,000 users - both private and corporate clients throughout the UK. From our monitoring and response centres we take care of vulnerable people who are linked to the contact centre through their sheltered housing emergency call systems or individual lifeline units.

At a glance

- Leading telecare organisation with national coverage
- High quality, fully integrated, managed services
- Relationships built on value, trust and understanding
- 24 hours a day, 7 days a week monitoring facilities in our TSA Platinum accredited contact centre
- Independent provider of technology

Why we're here

The standard lifeline device has provided invaluable support to thousands of people over many years. This proven system enables people to raise the alarm from anywhere in their home, simply by pressing a small lightweight push button trigger which can be worn as a pendant, on the wrist or clipped to a pocket.



**Code of Practice
Platinum Accredited
Organisation**

Our customers in 2016



83.54% over retirement age

83.54% of our customers are over retirement age, including 711 people over the age of 100 but 5.52% are under 50

1,060,702 calls to our contact centre

We received a total of 1,060,702 calls to our contact centre and provided assistance in 27,309 emergency situations

79% are living at home alone

79% of our customers are lone person households and rely on our 24 hour service 365 days a year

51.50% have mobility issues

51.50% of our customers have mobility issues and 32.2% are affected by sensory impairment

17,720 in supported housing

We help 17,720 vulnerable people in supported housing schemes throughout the country

8,118 new individual subscribers

During the last 12 months we have welcomed nearly 8,118 new individual subscribers

Key achievements in 2016

In line with the objectives set last year Welbeing has made significant progress in achieving these. Highlights include:

1. TSA Platinum Accreditation

Re-accreditation to the latest TSA Code of Practice was achieved at the beginning of the year. This was an “intermediate” annual review, which was still a process of high scrutiny exploring in detail our performance in respect of the TSA Code of Practice. We passed the inspection confirming our accreditation, as well as meeting the highest possible level and standards of the code to achieve Platinum status.

2. New Offices

Following a review of the needs of the business both current and future, the Board of Directors agreed to invest in new premises for its Eastbourne based operations. Due to prior growth and a lack of space at the Greencoat House offices, the company had been operating from two sites. A new building provides the opportunity to bring the Eastbourne team back together onto a single site. Having reviewed several options a decision was made to take a lease on a 13,000-sq. ft. facility in Moy Avenue, Eastbourne. Following a £250,000 construction programme we now have offices that meet our specific needs including the telecare contact centre, workshops and stores facilities as well as general administration. We have incorporated into the design a purpose-built data centre, conference facilities, demonstration room and showers to support staff who run or cycle to work. To ensure reliability of our infrastructure, our communications systems features three layers of resilience and power is backed up by a new 30kva UPS and 60kva generator.

3. New contact centre platform

Whilst the Tunstall PNC call handling platform has given good service over the last five years, we recognised that an update of our systems would support our existing customer requirements and also ensure futureproofing. Having undertaken an extensive evaluation of all the systems available in the UK, a decision was made to purchase UMO, a system that has been provided by Verklizan, a Dutch company. One of the key advantages with the new system is that it can be operated in a hosted environment so that regardless of how many locations we have, we still only need a single platform. The new platform will be hosted in the new Data Centre we have in Eastbourne with a duplicate set of equipment (to cover disaster continuity requirements), hosted at a Docklands-based data centre. As well as supporting existing customer systems Verklizan has a wide range of certified partners (c.200) whose devices have been vetted and approved for use with the UMO platform. UMO will play a significant role in strengthening our business and allowing us to offer innovative solutions to our customers - securing our reputation as a leading telecare company working with service users and commissioners to deliver person-centred and innovative Technology Enabled Care Services.

4. Acquisition of Flagship Housing's telecare service

We added Flagship Housing's telecare business to our growing portfolio and this has had a positive impact on revenues and expanded Welbeing's operating base into East Anglia. A strategic decision was made to maintain the Dereham contact centre and to retain the team there, and also to actively develop the service with the introduction of new connections. As result we have more than doubled activity going through the contact centre, secured the jobs of the highly-dedicated staff and have recruited additional staff to support the increased workload.

5. East Sussex County Council

Welbeing was awarded the East Sussex County Council fully managed telecare contract as result of a competitive tendering process. This follows a successful five-year contract during which Welbeing provided the services across the county for the Telecare and Assistive Technology Service contract. The new contract changes from the previous rental model, with East Sussex deciding to bring the procurement of telecare in line with its equipment services policy of buying equipment outright and contracting for monitoring and technical support services on an activity basis.

6. Cumbria County Council

Welbeing won Cumbria County Council's tender for the commissioning of a countywide Telecare and Assistive Technology service including a carers contingency service. The contract started in October 2016 with a target to maintain at least 2,000 customers throughout the year and to achieve 600 new installations, with an emphasis on targeting customers around falls, dementia and home safety. The commissioner has also emphasised the benefits of telecare and is keen to see significant growth over the contract term. We were also delighted to welcome, via TUPE transfer, several new staff members.

7. Further contract wins

We also welcomed significant contract wins from Stonewater Housing, Gloucestershire County Council, Muir Housing and West Sussex (Telecare Training), to further secure our position as one of the leading telecare organisations in the UK.

2017 and beyond

The focus over the next 12 months will change from the first to the second half of the year. Having undergone a significant exercise in respect to head office relocation and the implementation of a new contact centre platform, the focus in the first six months will be on consolidating processes and further improving operating procedures.

Building upon that strengthened business base, the second half of the year will be focused upon business growth, both organically and through acquisition.

TSA Code of Practice

As a leading telecare service provider, Welbeing agreed to be a 'pathfinder' organisation for the new TSA Framework. The new Quality Standards Framework will replace the Code of Practice. The new standards are based on outcomes rather than outputs and will capture the customer experience, focus on the safety of users, and the effectiveness of the organisation. The standards put the user, patient and support network in the centre of the service and ensure they are able to influence the way we plan and deliver services.

Ten common standard modules and a framework have been developed to include User and Carer Involvement, User Safety Effectiveness of Care, Information Governance, Partnership Working and Integrated Care, Workforce, Business Continuity, Continuous Improvement and Innovation - and new areas of Ethics and Performance and Contract Management.

Quality Systems - ISO 9001

It is our intention to further increase the scope of our ISO 9001 quality system to include several new areas, including data security and environment management. Not only do we believe in the benefit to service users of improving the quality of the things we do, we also recognise that commissioners of services will find it easier to select high quality providers of telecare services by using objective criteria such as those included within Welbeing's quality certifications.

Extending our presence

We are now supporting customers throughout the UK, however, we recognise that there are still areas where we are unrepresented. It is therefore our intention during 2017 to develop services, either through organic growth or through acquisition, to raise the profile and activity of the business in those areas.

TeleCheck

This service is provided by East Sussex County Council to ensure that adults are supported to live safely and securely in their own community and given information to maintain their wellbeing. It offers a schedule of real time telephone calls for up to six months for eligible clients who need support to live independently. Having implemented a small scale TeleCheck project over the last two years, we recognise that there is significant scope to further expand our proactive checking service to new organisations and service users. Barcelona City Council in Spain has demonstrated, at scale, the benefits of integrating outbound calls to service users to check on both their immediate wellbeing as well as monitoring changes to their wellbeing over extended periods. Such services are particularly powerful when combined in full or in part with the provision of telecare/telehealth technologies.

Customer satisfaction

Thank you once again to everyone who kindly took part in our customer satisfaction survey. We sampled 5 % of our customers via telephone interviews with a £50 prize draw incentive of M&S vouchers or a donation to a charity. The fieldwork was carried out between March-May 2017.

Highlights are below:

- 100 % of customers said our operators were polite and helpful
- 99 % say the service is good value for money
- 97 % said they feel safe in their own home
- 98 % of customers would rate the overall quality of service as good/very good

Complaints and commendations are viewed as a positive opportunity for Welbeing to learn from its customers about areas where improvement is required and areas where the Company is exceeding expectations.

During the year, the Company received much positive feedback and a total of 90 complaints, all of which were investigated and resolved to the satisfaction of the complainant. Our compliance to ISO 9001 means we adhere to a rigorous procedure for logging and tracking complaints.

Feedback has been taken into consideration to achieve improvements in the way that we deliver our services. Welbeing aims to acknowledge all complaints within 5 days and respond in full within 20 days. Our target for 2017 is to reduce the levels of complaints year on year regardless of an increasing customer base.

“As my husband’s carer, the freedom the lifeline has given me is worth its weight in gold. I can pop out without worrying about my husband home alone.”

“Thank you to all the night-time staff who wait for our calls, you make me feel safe knowing we can get help when we need it.”

“Thank goodness for Lifeline, your wonderfully efficient and caring staff helped her and us as always.”

“I am writing on behalf of my entire family to express our sincere thanks for all the times you probably saved my mother’s life. You provide an essential service to many people and long may it continue.”



Key performance indicators

In 2016 Welbeing aimed to match or exceed Telecare Services Association (TSA) key performance requirements in all operational departments.

Performance for 2016 and targets for 2017

Welbeing's target for 2016 was to answer 98.5 % of calls within 1 minute and 99 % of calls within 3 minutes compared to the Telecare Services Association (TSA) standards of 97.5 % and 99 % respectively. Our performance exceeded the 1 minute target in all months and exceeded the 180 second target in all months, with our performance staying above 99.85 % throughout the year. Our target for 2017 is to continue to answer 98.5 % of calls in under a minute and more than 99 % in less than 3 minutes.

Installations

Our target for 2016 was to meet TSA standards for responding to installation requests (90 % of urgent requests in 2 days and 100 % in 5 days, 100 % of non-urgent installation requests in 15 days and 100 % in 20 days). These targets were met and we were able to carry out all installations within 5 working days. Our target for 2017 is to continue to comply with the TSA standard.

Faults

Our target for 2016 was to comply with TSA standards (90 % of urgent maintenance within 48 hours and 100 % within 96 hours, 90 % of non-urgent maintenance within 10 working days and 100 % in 15 working days). These targets were met throughout the year and our target for 2017 is to continue to comply with TSA standards.

In-person response

Where Welbeing provides an in-person emergency response service we aim to comply with TSA standards of 90 % of mobile response call outs to be achieved within 45 minutes and 100 % in 60 minutes. These standards were achieved in 2016 and we will continue to aim to achieve perform to the same standards in 2017.



Welbeing
3-4 Technology Business Park,
Moy Ave, Eastbourne,
East Sussex, BN22 8LD

Telephone: 01323 644422
E-mail: info@welbeing.org.uk
Facsimile: 01323 636398

www.welbeing.org.uk

