

Another Satisfied Customer



Cllr Juliet Brunner and Telecare Services Manager, Rachel McAndrews present flowers and a £20 voucher to prize draw winner Mrs Josephine Bagby.

At NEW Lifeline we are continually striving to improve the service we offer to you and your thoughts, opinions and comments are very important to us. During our recent satisfaction survey out of 1,000 questionnaires sent out 376 were returned with 280 service users claiming to be very satisfied with the service while 87 were satisfied. 290 service users also felt that NEW Lifeline was value for money.

All returned questionnaires were entered into our prize drawer which was won by Mrs Josephine Bagby of Astwood Bank. Mrs Bagby has been using the service for around 3 years and said: "I have found Lifeline very helpful – it really is a rock to fall back on." A big thank you goes to Mrs Bagby for sparing a few moments of her time to complete the questionnaire.

Other comments received included:

*"Lifeline saved my life in January 2010."
"The Lifeline is value for money because there is always someone there at the end of the phone."
"It gives me and my family peace of mind as they live a long way away."*

Look out for the next survey and your chance to win

Smoke Alarms Save Lives



When did you last check yours?

Caroline Webster, Community Safety Advisor with Hereford & Worcester Fire and Rescue Service, says: "An early alert from a working smoke alarm can make a vital difference in the event of a fire, especially for some older or less mobile people who may need a little extra time to leave their home."

She urged everyone to get into the habit of testing their smoke alarm on a weekly basis, adding: "As part of our Winter Safety Campaign, we are also encouraging Lifeline customers needing extra advice on fire safety in the home to arrange a free Home Fire Safety Check.

Simply call the Community Safety department on 0800 032 1155 to arrange a visit, which can include the free installation of smoke alarms as required."

Lifeline Linked Smoke Detector



Do you require a smoke detector that is linked to your Lifeline alarm?

For a small charge a wireless smoke detector can be fitted in your property to detect early signs of smoke or fire and provide increased reassurance to the Service User by automatically raising an alarm call to the Monitoring Centre Operators whilst also activating a local audible alarm. The detector will also warn the Monitoring Centre when the battery is running low.

For further information please call NEW Lifeline on 01527 534060.

LifeLink

News

Winter Issue 2011

Meet the NEW Lifeline Teams

Redditch and Bromsgrove's successful Lifeline services have now merged to become NEW Lifeline. Rachel McAndrews, Telecare Services Manager said "this is an exciting and challenging time for us all and we look forward to continue to provide an excellent community alarm service for vulnerable residents across the whole of North East Worcestershire."



NEW Lifeline Installation Team
Telecare Services Manager - **Rachel McAndrews**
Telecare Services Team Leader - **Julia Hickman**
Telecare Installation Officers - **Victoria Hartshorne, Mena Little, Diane Walker & Pat Pendle**
Telecare Administration Officer - **Norma Gregory**

NEW Lifeline Monitoring Centre Team

Telecare Services Manager - **Rachel McAndrews**
Monitoring Centre Team Leader - **Donna Heath**
Monitoring Centre Operators – **Sharon Simpson, Paul Cooper, Dione Crane, Elaine Beard & Karen Reynolds**
Telecare Administration Officer - **Maureen Baker**



NEW Lifeline Celebrate Achievement of Accreditation

NEW Lifeline has already passed a tough test to be accredited with the Telecare Services Association's Code of Practice. During the two-day audit staff had to prove their practices and procedures, which were all new following the merger of the two councils, met the required standards. They were also assessed on installing an emergency alarm in a customer's house and handling emergency calls in the Monitoring Centre.



Telecare Services Manager, Rachel McAndrews; Monitoring Centre Team Leader, Donna Heath; Telecare Services Team Leader, Julia Hickman and Monitoring Centre Operators, Dawn Withers and Ken Underhill receive their certificate.

Call Response Statistics: April 2010 to March 2011

Percentage of calls answered within 1 minute
Percentage of calls answered within 3 minutes

	Target	Cumulative
Percentage of calls answered within 1 minute	97.50%	99.24%
Percentage of calls answered within 3 minutes	99%	99.80%

95,121 calls to Lifeline were answered between April 2010 and March 2011, over 4,500 of these calls were emergency calls.



supporting independent living, providing peace of mind to services users and their families 24 hours a day.



audited compliance
Recognised by the Telecare Services Association
in compliance with the Code of Practice
www.tsa.org.uk



Bromsgrove
District Council
www.bromsgrove.gov.uk



making a difference
www.redditchbc.gov.uk

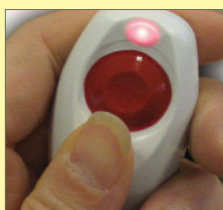
The Importance of Wearing and Testing Your Emergency Alarm

It is vital that you carry your emergency pendant with you at all times. It may be worn around your neck with the attached cord or on your wrist if preferred.



Your pendant is water resistant and may be worn in the shower.

To test your pendant press the red button and wait for your call to be answered by an Operator who will confirm that all is ok. If you do not have a pendant you will be asked to test the Lifeline is working by pulling the alarm cord in your property.



If you need any help making your test call or if your call is not answered please call us 01527 534060 for assistance.

OUR FOCUS IS ON 'YOU'

Here at NEW Lifeline we often have new ideas on how to improve and progress your Service and would value your thoughts and opinions.

We are looking for a small group of people who would be willing to assist us in shaping NEW Lifeline's future.

If your interested or would like a copy of our Annual Report please give us a call on 01527 534060.

Recommend a friend and receive a £10 Voucher

NEW Lifeline customers recommended their friends to the Lifeline Service and received £10 vouchers from stores of their choice.

If you know someone who could benefit from the Lifeline Service please speak to your Telecare Installation Officer or telephone 01527 534060.

Once your friend has signed up to the Service and paid their first invoice you will receive a £10 voucher from a store of your choice.

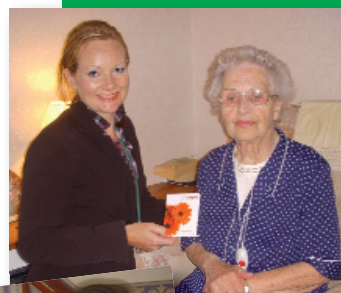
NEW North East Worcestershire
lifeline Community Alarm



Mrs Greening of Clent



Mr Layton of Charford with Telecare Services Team Leader, Julia Hickman



Mrs Harvey of Barnt Green with Telecare Installation Officer, Victoria Hartshorne



Mrs Parr of Sidemoor with Telecare Installation Officer, Diane Walker

OUTSMART THIEVES!

PROTECT YOUR PROPERTY!

With SmartWater!

SmartWater links your belongings to you and your home with a unique, invisible and permanent mark. By using SmartWater on your belongings and displaying a SmartWater window sticker at your home you help to deter thieves from targeting you. The stickers show criminals that you take your home security seriously.

The Police scan lost and stolen goods for SmartWater, helping them to return property to its rightful owner and convict criminals. If a criminal thinks they have more chance of being convicted, they will be less likely to target your home.

SmartWater property marking kits sold at all Redditch Borough Council One Stop Shops including Town Hall at a discounted price of £15 for Redditch Residents.



Bromsgrove and Redditch Forums

Please come along to one of our meetings. Everyone is welcome to attend even if you haven't joined us before.

Bromsgrove Equality and Diversity Forum are meeting on Thursday 8th December at the Bromsgrove District Council House. Light refreshments will be available from 5.30 pm and the main meeting starts at 6.15 pm.

Redditch Community Forum are meeting on Tuesday 1st November and Tuesday 6th December in the Council Chamber at the Town Hall, Walter Stranz Square, Redditch. Light refreshments will be available from 5.00 pm and the main meeting starts at 6.00 pm.

For further details and future dates please contact:
Fiona Scott,
Equalities Policy Officer,
Bromsgrove and Redditch Councils
on 01527 881719
or email f.scott@bromsgroveandredditch.gov.uk

Have you ever thought of having a KeySafe™ fitted?



KeySafes™ offer alternative arrangements to gain entry to your home in either an emergency situation or where a person is unable to answer the door to regular callers such as health and social care professionals.

A KeySafe™ is a small code operated box inside which you can safely store the keys to your property. The KeySafe™ is then discreetly and securely attached to any external wall and may only be accessed by entering a code which is known only by authorised visitors to your home.

Please contact: 01527 534060 for further information.

Stay Strong, Stay Steady

Exercise is a great way to stay mobile and independent. It's also a good opportunity to socialise, meet new people and keep active.

Bromsgrove and Redditch Sports Development work with local partners including NHS Worcestershire and Age UK to offer exercise classes and activities to keep people mobile and active as they age. They also run a 'postural stability' programme to support people who may have experienced a fall or are unsteady on their feet. All activities are run by fully qualified professional instructors.

For more information on the activities available or to express interest in starting a new activity, please contact:
Shireen Budeiri on 01527 64252 ext 3536,
or email shireen.budeiri@bromsgroveandredditch.gov.uk.



Bromsgrove District Council
In partnership with
The Phoenix Dance Club
will be hosting a
Tea Dance

Spadesbourne Suite, Council House,
Burcot Lane, Bromsgrove B60 1AA
Every last Wednesday of the month
(except for Xmas Tea Dance which will be
on Wednesday 14th December 2011)

EVERYONE WELCOME

Dancing to:
**A variety of Ballroom
and Sequence Dance Music**
Raising money for The Chairman's Charities

Admission £3
Includes
COFFEE, TEA AND BISCUITS

RAFFLE

Bromsgrove District Council
www.bromsgrove.gov.uk
BUILDING PRIDE

For more information please call
Jan Woolley on 01527 881478 or e-mail
j.woolley@bromsgrove.gov.uk
Or Mick and Thelma James
(Phoenix Dance Club) 01527 872634