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This will be made available to you within eight weeks. Please contact Sanctuary365 for details.

Sanctuary365 is a trading name of Sanctuary Home Care Limited, an exempt charity



Some statistics

98%
overall satisfaction with
customer service and
helpfulness of staff

95%
would recommend
the service
to a friend

1,435
surveys
completed

83%
were satisfied with
the speed of
response

91%
feel the service
provides them with
value for money

96%
given friends and
family peace
of mind

98%
are satisfied
with the
service

76%
feel their quality of
life has improved
since using the
service

Welcome



Hello and welcome to your annual report

2015 / 2016 has been another busy and exciting year, we have continued to grow the service and have had many significant achievements, including retaining our Platinum TSA accreditation for the 6th year.

This accreditation means so much to the team as everyone is dedicated to consistently delivering the very best service to each and every one of our customers, 100% of the time. A further win was that for the second year running our TSA audit was rated as no further improvements needed by the external auditor.

We have also maintained the below ISO standards for the 6th year running:
ISO9001 – Document Management
ISO14001 – Environmental Management
ISO18001 – Health and Safety Management.

Growth has been a key activity this year; our team has grown in numbers as well as a member of our team reaching their 30 year anniversary with the service, which was great to see.

Next year we will continue to build upon the quality of service we have developed and aim to exceed customer expectations at each interaction. We will continue to build upon the partnership relationships we have with Police, Ambulance and Fire Services as well as exploring new products and services to ensure that we can continue to meet the needs of our customers.

We pride ourselves on the quality of service we provide and we hope that you will find our annual report interesting and informative.

Best wishes,

Helen Hughes
Sanctuary365 Manager.

You Said, We Did

We value all customer feedback and we are dedicated to improving our services for all of our customers.

You Said:

Simplify the enquiry to referral process with less paperwork.

We Did:

Implemented telephone assessments to enable the installation to take place sooner so that you benefit from the service faster.

Our service

Our mission is to holistically support people to live independently within their own homes and communities with life enhancing technology and services.

The team support over 17,000 people and this year our Call Response Team has handled 976,369 calls with an additional 27,178 calls by our Customer Relationship Team.

We have also made 43,079 proactive wellbeing calls to customers to check they are OK and completed 888 telecare installations.

Our Performance

One of the ways that we monitor our performance is in line with the national Key Performance Indicators (KPIs) set by the TSA to keep us in accordance with our Platinum accreditation. You can see as summary of our achievements against these targets below:

TSA Monitoring Targets	Target	Achievement in the last 12 months
Alarm Calls answered with 60 seconds	98.5%	98.8%
Two calls monitored per month, per staff member for training and quality purposes	100%	100%
Emergencies which require response within 45 minutes of the call	90%	98%
Urgent Installation completed within 2 working days	100%	100%
Non urgent installations completed within 15 working days	100%	100%
Critical alarm faults resolved within 48 hours	100%	100%
Non critical alarm faults resolved with 15 days	100%	100%

Targets for Improvement

Sanctuary365 is committed to the continuous development and the continued provision of excellent quality services. To ensure this is maintained we plan to achieve the following during 2016 / 2017.

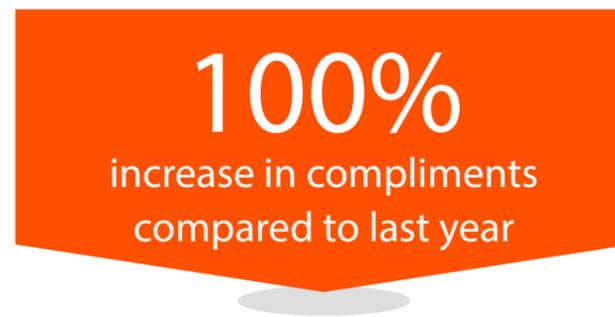
Action	Date
TSA Audit	November 2016
Further develop the operational procedures with a new storage and search engine to help staff access procedures quickly and effectively when required	September 2017
Restructure the team for improved quality and customer service	January 2017
SMS messaging implementation to increase the communication tools we have available to support our customers	February 2017



Compliments and Complaints Statistics

This year we have seen a reduction in complaints received and a 100% increase in compliments compared to last year.

	2014 / 2015	2015 / 2016	Change
Compliments	52	115	121 % 
Complaints	40	36	10% 



Comments you made about our service

"The response is very quick, helpful, friendly and polite."

"When my husband pressed the alarm by mistake the staff at the other end of the call were very understanding and friendly."

"I basically have peace of mind for family and self as yet no further help been needed."

"Sanctuary were very helpful recently when I took ill and was taken into hospital by ambulance."

"To know that all I have to do for help if needed is press a button is a godsend."

"When I press button those that answer are very kind a helpful - Thank you to everyone."

"Very good when my husband fell down the stairs and kept on line so I was not so panicky."

"This is a wonderful service. Thank you."

"The service you have provided for me has been excellent. On the two occasions I needed you I received prompt attention."

"The staff even rang me to wish me a happy birthday. That really touched me, it was so kind and unexpected."

"I feel safe being with Sanctuary365, I have peace of mind."

"I just feel very happy to know there is someone at the end of the phone to talk to."

