

Ascham Homes and CarelineUK have achieved significant cost savings for the London Borough of Waltham Forest and improved the customer experience.

Ascham Homes was established in May 2003 and it is responsible for providing a landlord service on behalf of the London Borough of Waltham Forest (LBWF) for its 10,600 tenants and 1,800 leaseholders. The company's mission is 'to ensure that residents have an excellent housing experience by providing one of the best housing services in London.'

'The customer experience has been very positive, a reflection of the excellent training of the call advisors. Incidents are always handled very professionally and decisively by CarelineUK. They have always been proactive in finding solutions in partnership with London Borough Waltham Forest.'

Rufus Lall, Deputy Service Manager – Sheltered Housing, Adult Social Care & Health

Ascham Homes works with the London Borough of Waltham Forest (LBWF) to improve the quality of accommodation for residents and has a programme in place to achieve an objective of making sure every tenant's home is 'decent' by 2010, in line with the Decent Homes Programme, meaning that the homes should be wind and weather tight, warm with modern facilities.

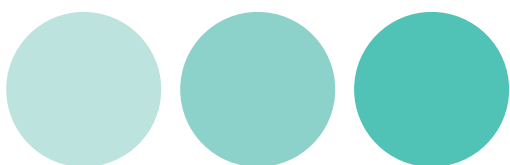
Key challenges

Ascham Homes needed to provide a social alarm monitoring service to multiple sites and was looking for a supplier that was able to demonstrate a wealth of experience in dealing with a vulnerable client group and had the capacity to handle both emergency and non-emergency situations. A key driver was to ensure that the use of London Borough of Waltham Forest (LBWF) out of hours call out service was kept to a minimum.

The approach

CarelineUK worked closely with Ascham Homes to assess its needs and proposed a cost-effective solution. The contract involved CarelineUK providing a social alarm monitoring service to 14 sites which represented 726 individual units. These sites included both residents and communal modules. CarelineUK succeeded in meeting all the required criteria set by Ascham and was successfully chosen to work with Ascham Homes in 2007.

As soon as the contract commenced CarelineUK put a programme in place to fulfil Ascham Homes' needs, making sure that service levels were met which was paramount and any training requirements of call handling staff were assessed and completed.



Why CarelineUK?

CarelineUK were chosen because they provided a number of key benefits to Ascham Homes. Not only did they provide a high-quality, pro-active service, they also demonstrated they could handle the transition smoothly and without major incident. Another key factor was the quality of processes and standards that CarelineUK adhere to and its resilient disaster recovery centres this meant continuity of service and therefore peace of mind to the end users was guaranteed.

To date significant cost savings have been made, due to the way that calls are handled and the appropriate action taken by the CarelineUK advisors.

The future

The feedback that has been received from customers about CarelineUK's service including the handling of both everyday and extreme incidents has been fantastic. Having highly-trained, knowledgeable and experienced advisors gives real peace of mind. The quality of service offered creates a great foundation for future partnership opportunities between Ascham Homes and CarelineUK.

CarelineUK key facts

- CarelineUK offers a comprehensive range of call response and monitoring services from Telecare, Out of Hours and Lone Worker monitoring to Service Control solutions.
- With over 20 years experience CarelineUK is the leading provider of social alarm monitoring in the UK
- CarelineUK handles over 30,000 emergency 999 calls each year
- CarelineUK is compliant with the Telecare Services Association (TSA) code of Practice Part One and manages false alarms (Fire & Ambulance) in-line with BS 5979
- Resilient infrastructure and two dedicated disaster recovery centres ensure continuity of service
- CarelineUK's cover is nationwide and is available 24 hours a day, 365 days a year.

T: 0845 034 7070 • www.carelineuk.com

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Registered Office:
Queensway House, 11 Queensway, New Milton, Hampshire, BH25 5NR

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