

LIFELINE COMMUNITY ALARM - PERFORMANCE INDICATORS AND TARGETS

Description	2004/2005		2005/2006		1 st quarter	2 nd quarter	3 rd quarter	4 th quarter	2004/5
	Target	Achieved	Target	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
% of Lifeline calls answered in 60 seconds	99%	99.02%	99%	98.7%	98.7%	<u>99.19%</u>			
% of Lifeline calls answered in 30 seconds	98.5%	97.1%	98.5%	96.4%	96.4%	<u>97.54%</u>			
% of new alarm units installed within 3 working days	100%	100%	100%	100%	100%	<u>100%</u>			
% of new customers satisfied with service from first contact to alarm installation	100%	100%	100%	100%	100%	<u>100%</u>			
% of service users saying that the service is good or excellent	90%	94.5%	90%	89%	89%	<u>88.52%</u>			
% of the Supporting People contract units in sheltered housing let	100%	98.2%	100%	97.6%	97.6%	97.7%			
% of the Supporting People contract alarm units outside sheltered housing let	100%	93.8%	100%	93.4%	93.4%	95.5%			
% of Supporting People contract staff hours in sheltered housing delivered	100%	100.2%	100%	104.9%	104.9%	104.5%			
% of Supporting People contract staff hours outside sheltered housing delivered	100%	100.5%	100%	106.3%	106.3%	106.5%			
% of service users who have a support plan	100%	43.1%	100%	76.8%	76.8%	85%			
% of full time or part time staff who hold the National Centre for Control Operators Certificate	25%	11%	25%	12.5%	12.5%	<u>12.5%</u>			
% of staff trained on Adult Protection	50%	71.65%	50%	69%	69%	82.6%			
% of users from black and minority ethnic groups	<u>0.6%</u>	<u>0.6%</u>	<u>0.6%</u>	0.6%	0.6%	0.35%			
Number of Lifeline units supporting victims of Domestic Violence	25	26	25	15	15	<u>8</u>			
Number of lone workers monitored	100	51.25	100	59	59	<u>56</u>			
% of calls rejected	5%	0.4%	<u>0.5%</u>	0.4%	0.4%	<u>0.43%</u>			