

TSA Code of Practice
Key Performance Indicator Achievement Record 2015

Complaint Handling

	Target	Achievement
Number of complaints received in last 12 months		0
5 day response	100%	N/A
20 day response (where applicable)	100%	N/A

User Satisfaction

	Target	Sample achieved	Annual survey (✓)		Target	Service Quality	Speed of response	Staff helpful	Good value
Installation Sample size	5%	9.6%	_____	Level of satisfaction	90%	98%	100%	100%	100%
Monitoring Sample size	5%	9.6%	_____	Level of satisfaction	90%	98%	100%	100%	100%
Response Sample size	5%	N/A	_____	Level of satisfaction	90%	_____%	_____%	_____%	_____%

Telehealth Installation or Basic Telecare Service

Month / year:		Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15
Urgent case:	Target												
Installed within 2 wkg days	9 out of 10	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installed within 5 wkg days	Remainder	9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Non urgent case:													
Installed within 15 wkg days	9 out of 10	96.4%	99.0%	96.4%	100%	100%	100%	100%	100%	100%	100%	99.3%	100%
Installed within 20 wkg days	Remainder	3.6%	1.0%	3.6%	0%	0%	0%	0%	0%	0%	0%	0.7%	0%

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Enhanced Telecare Service {an Installation comprising a Telecare Base Unit, Pendant(s) and additional sensor(s)}

All cases:	Target												
Installed within 15 wkg days	9 out of 10	94.2%	92.4%	95.5%	97.4%	97.9%	96.4%	96.5%	96.4%	96.3%	97.3%	97.0%	96.4%
Installed within 20 wkg days	Remainder	5.8%	7.6%	4.5%	2.6%	2.1%	3.6%	3.5%	3.6%	3.7%	2.7%	3.0%	3.6%

Repair	Target												
Critical within 48 hours	9 out of 10	96.7%	93.3%	92.9%	96.3%	96.8%	97.2%	100%	93.3%	96.5%	100%	97.4%	100%
Critical within 96 hours	Remainder	3.2%	6.7%	7.1%	3.7%	3.2%	2.8%	0%	6.7%	3.5%	0%	2.6%	0%
Non-critical within 10 wkg days	9 out of 10	100%	100%	100%	100%	100%	100%	100%	100%	91.0%	96.3%	100%	94.6%
Non-critical within 15 wkg days	Remainder	0%	0%	0%	0%	0%	0%	0%	0%	9.0%	3.7%	0%	5.4%

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