

TSA Code of Practice
Key Performance Indicator Achievement Record

Complaint Handling

	Target	Achievement
No. of complaints in last 12 months		2
5 day response	100%	100%
20 day response (where applicable)	100%	N/A

Service User Satisfaction

	Target	Sample Achieved	Level of Satisfaction	Target	Service Quality	Speed of Response	Staff Helpful	Good Value
Installation	5%	11.40%	Level of Satisfaction	90%	100%	100%	100%	100%
Monitoring	5%	5.25%	Level of Satisfaction	90%	97.9%	95.1%	99.2%	90.5%
Response	5%	N/A	Level of Satisfaction	90%				

Installation & Repair

	Target	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
Repair													
Critical within 48 hours	9 out of 10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Critical within 96 hours	Remainder												
Non-critical within 10 working days	9 out of 10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Non-critical within 15 working days	Remainder												
Referral & Installation combined													
Basic Telecare - urgent													
Installed within 2 working days	9 out of 10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Installed within 5 working days	Remainder												
Basic Telecare - non-urgent													
Installed within 15 working days	9 out of 10	100%	92%	94.1%	100%	100%	100%	100%	100%	100%	97%	100%	100%
Installed within 20 working days	Remainder		8%	5.9%							3%		

Monitoring Module

	Target	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
Call Handling													
Answered within 1 minute	98.50%	99.08%	99.19%	99.16%	99.13%	99.11%	98.49%	99.27%	99.41%	98.92%	98.82%	98.63%	98.42%
Answered within 3 minutes	99%	99.95%	99.93%	99.91%	99.97%	99.86%	99.73%	99.94%	99.98%	99.84%	99.82%	99.89%	99.89%
Line Utilisation													
Telecare hunt group	<50%	0.35%	0.40%	0.51%	0.75%	0.61%	0.87%	0.74%	0.52%	0.47%	0.67%	2.81%	3.32%
Community Alarm hunt group	<50%	5.09%	4.50%	3.67%	4.46%	3.77%	4.01%	3.95%	3.65%	3.38%	3.84%	3.82%	3.57%
Enquiry Line 1	<50%	4.38%	3.99%	3.63%	4.00%	4.02%	3.47%	3.19%	4.11%	3.78%	3.71%	4.11%	3.69%
Enquiry Line 2	<50%	1.43%	1.02%	1.37%	1.31%	1.35%	1.16%	1.12%	1.45%	1.27%	1.20%	1.97%	1.75%
Enquiry Line 3	<50%	0.98%	0.29%	0.11%	0.70%	0.22%	0.13%	0.22%	0.17%	0.14%	0.07%	1.00%	0.22%
Enquiry Line 4	<50%	7.24%	5.10%	4.02%	5.96%	3.98%	3.73%	4.07%	4.35%	3.16%	3.02%	6.70%	5.10%
Operator Quality Checks													
Checks completed	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

We will be happy to provide a printed version of these Key Performance Indicators on request