

# Careline

Service Standards



# Our commitment to you...

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The Careline team offers 24-hour emergency support and reassurance to all callers and provides peace of mind for older people and anyone who feels vulnerable, has a disability or a medical need.

We will install alarms in your home that you can pull or press to get help and assistance in case there's an emergency.

## About these service standards

This leaflet tells you what you can expect from us when you are using this service – our service standards. There are two types of service standards:

- Our general service standards. They cover the standards you can expect from all Birmingham City Council services, including this one.
- The service standards for the Careline service.

These service standards have been developed in consultation with customers. We will monitor our performance against these service standards and share the results with the users of this service. We will review the service standards annually.

## General customer service standards

Our customer service standards are to:

- Answer all phone calls within six rings. The person who answers the phone will give their name and service area.
- Deal with phone calls immediately or, where this is not possible, call you back within one working day or at an agreed time (if we transfer your call, we will tell the other member of staff your name and why you are calling)
- Reply to acknowledge your letters or emails within three working days, and reply to all letters or emails within 10 working days (if we need to

follow with a more detailed reply, we will let you know when to expect it)

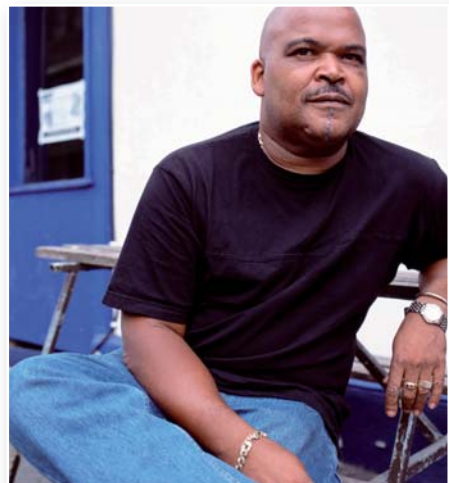
- Send forms or information leaflets you ask for within five working days
- Provide you with clear and relevant advice and information in response to any query
- Visit you in your own home if you cannot come to our offices
- Leave a calling card when we visit you at home and you are not in
- Staff will carry identity badges at all times. Please always ask to see identification before letting anyone into your home.

When you access the housing service by calling or emailing your local housing team:

- We will offer you an appointment with a housing officer within 10 working days

When you access the housing service through a neighbourhood office:

- If you have an appointment you will be seen within five minutes of your appointment time
- If you call in without an appointment you will be seen by a member of staff within 15 minutes who will assess the nature of your enquiry
- If your enquiry can be dealt with there and then, we will deal with this at the time of your visit
- If your enquiry means that you need to see one of our advisors we will offer you an appointment within 10 working days.



We will provide all of our service users with equal access to services. We will not discriminate against anyone because of their age, disability, gender, race, religion or sexual orientation.

We will:

- Treat you with respect and deliver our service in a way that meets your needs
  - Train all our staff in equality and diversity issues
  - Ensure that no one receives less favourable treatment than anyone else
  - Act quickly and firmly against any kind of discrimination
- Make sure our offices are accessible
  - Provide induction loops and sign language facilities if you need them
  - Use written and spoken language that is clear and easy to understand
  - Provide you with written documents that are easy to read and offer them in large print, Braille or on audio CD if required
  - Arrange to translate documents or for an interpreter to explain written documents to you if you are a non-English speaker
  - Collect and monitor information about customer satisfaction and the profile of our service users and use this to improve our services
  - Assess the impact of our policies and services and make changes if they are found to be treating any group unfairly.



## Careline service standards

We will:

- Provide a service 24 hours a day, 365 days a year.
- Answer 98.5 per cent of calls within 60 seconds.
- Answer 99 per cent of calls within three minutes.
- Contact you within three working days to confirm your application is being processed.
- Fit urgently required alarms within five working days.
- Fit all other alarms within 20 working days.
- Respond to critical equipment faults within 96 hours of the fault being reported.
- Respond to non-critical equipment faults within 15 working days of the fault being reported.

We ask you to:

- Tell us if your details change, for example, you change your doctor or your responder details change.
- Let us know if you are worried that your alarm system is not working properly.
- Test your alarm with us every month to make sure it is working properly and is effective.

### Can you work with us to make the service better?

We are always looking for service users to get involved and help us improve the service.

If you would like to find out more about how you can get involved please phone Careline on the telephone number overleaf.

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## How to contact us

You can telephone us on  
**0121 303 4205.**

You can write to us at:

**Careline  
Unit 5 Holt Court  
Heneage Street West  
Birmingham  
B7 4AX**

You can visit our webpage at:  
**[www.birmingham.gov.uk/  
careline](http://www.birmingham.gov.uk/careline)**

