

Service Standards



Our commitment to you...

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

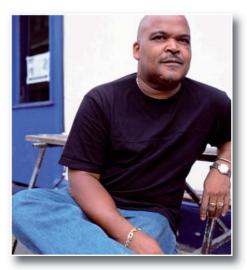
follow with a more detailed reply, we will let you know when to expect it)

- 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.

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



This is an important document about our services for Older People and about the service standards we have to meet. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange to meet with you with an interpreter.

ر هذه وثيقة مهمة حول **خدماتنا لكبلر السن** ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم محتوى هذه الوثيقة، نرجو أن تطلب من في ⁵ ش سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

বয়স্ক লোকজন-এর জন্য আমাদের সেবাসমূহ এবং আমাদেরকে এসব সেবা সম্পর্কিত যেসব মান অর্জন করতে হয় সে বিষয়ে এটি একটি গুরুত্বপূর্ণ তথ্যপত্র। আপনি এই তথ্যপত্রটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন, আপনার এমন একজন 🛱 বঙ্কু বা আত্মীয়কে আপনার পক্ষে আপনার স্থানীয় নেবারহুড অফিস বা হাউজিং টিমের সঙ্গে যোগাযোগ করতে বলুন। আমরা তখন 🛛 🖄 একজন দোভাষী সহ আপনার সাথে দেখা করার ব্যবস্থা করব।

這是一份有關服務長者的重要文件,內容還闡明我們提供這項服務需達到的標準。如果您看不 懂這份文件,請找一位會講英語的親戚朋友代您聯係當地的街坊辦事處。我們將會安排傳譯員 一起來見您。

این سند مهمی است درباره "خدمات مابرای افرادمسن" و استاندارد خدماتی که ما باید بر آورده بسازیم. اگر شما این مدرک را نمی همچ فهمید لطفا از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کر ده می تواند، خواهش کنید که از جانب شما با دفتر محله تان (نیبر هودآفس) یا گروه تهیه مسکن تماس بگیرند. سپس ما قر ارخواهیم گذاشت و همراه با یک مترجم با شما ملاقات خواهیم کنیم.

Le présent document est important. Il concerne nos services destinés aux Personnes Âgées et les normes de prestations du service que nous devons satisfaire. Si vous ne comprenez pas ce document, veuillez demander à mai ou un parent qui parle anglais, de contacter en votre nom votre bureau de quartier local, ou l'équipe du gement. Nous prendrons alors des dispositions pour vous rencontrer avec un(e) interprète.

چ ئەمەبەلگەنامەيەكى گرنگە دەربارەى خزمەتەكەمان بز خەلكى پېر و دەربارەى پېوانەى ئاستى خزمەت كەوا پېيرىستەلەسەرمان ئەنجامى بىدەين. ئەگەر تۈ لەم بەلگەنامەيەتىنىڭەيەت ئېتر تكايەداوا بكەلەبرادەرىك يان خزمىنكى كەوا زمانى ئىنگلىزى قسەبكات بز ئەوەى لەجياتى تۆ پەيوەندى بكات 🏆 بە(نەيبەرھود ئۆفىس – ئۆفىسى كانسل بز ئامۇزگارى) ياخود تىمى خانوو. ئىنجا ئەو كاتەئىيە وەرگىز (موتەرجم) دابىن دەكەين بز چاوپېكەوتنى تۆ.

Jest to ważny dokument dotyczący usług dla Osób Starszych oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli dokument ten jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomi lub krewni znający język angielski, skontaktowali się w Państwa imieniu z najbliższym oddziałem "sąsiedzkiego biura" lub z zespołem ds. zakwaterowania, a my zaaranżujemy Państwa spotkanie z tłumaczem.

ਇਹ ਜ਼ਰੂਰੀ ਪਰਚਾ ਬਿਰਧ ਲੋਕਾਂ ਵਾਸਤੇ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਹੈ ਜਿਹੜੇ ਸਾਨੂੰ ਪੂਰੇ ਕਰਨੇ ਪੈਂਦੇ ਹਨ। ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਨਹੀਂ ਸਮਝ ਸਕਦੇ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 🚆 ਕਹੇ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਨੂੰ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗੇ।

دامهم سندد "زمونږخدمتونه دبوډا خلكودپاره" اودخدمتونوستندردپه باره كې دې چه مونږبايدهغه ترسره كړو. كه تاسې په دې سند نه حجي پوهيږي، نودخپل يوملگرى يا خپلوى نه چه په انګليسې ژبه خبرى كولې شي، غوينتنه وكړى چه ستاسې له خواستاسې دسيمې گاوندى طر (نيبر هودافس) يا دكوربرابرونې ډلې سره تماس ونيسې. بيا مونږبه وخت وټاكواويوترجمان به هم وغواړوچه تاسې سره كنته وكړو.

Kani waa qoraal rasmi oo muhiim ah kuna saabsan adeegyadeen loogu tala galay Dadka Gaboobay iyo heerarka adeega loo baahanyahay inaan gaarno. Haddii aadan fahmin qoraalkan rasmiga ah fadlan waydii saaxiib ama garaabo, ku hadla luuqada Ingriiska, inuu la soo xiriiro xafiiska xaafadaada ama kooxda guriyeynta isagoo amagacaaga ku hadlaaya.. Ka dib anagaa diyaarin doona inaan kuula kulano iyadoo turjumaana la keeno.

یدہاری ممررسیدہ لوگوں کے لیےفراہم کردہ مرویزادران کے لیئے ہمارے مطلوبہ میعار کے بارے میں ایک اہم دستادیز ہے۔ اگرآ پ اس کو تحقومین سکتے تو برائے مہریانی اینے کسی ایسے B ملاقات کا انتظام کریں گے۔

If you would like this leaflet in large print, Braille, audio cd or tape, please call us on 0121 303 4205.

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