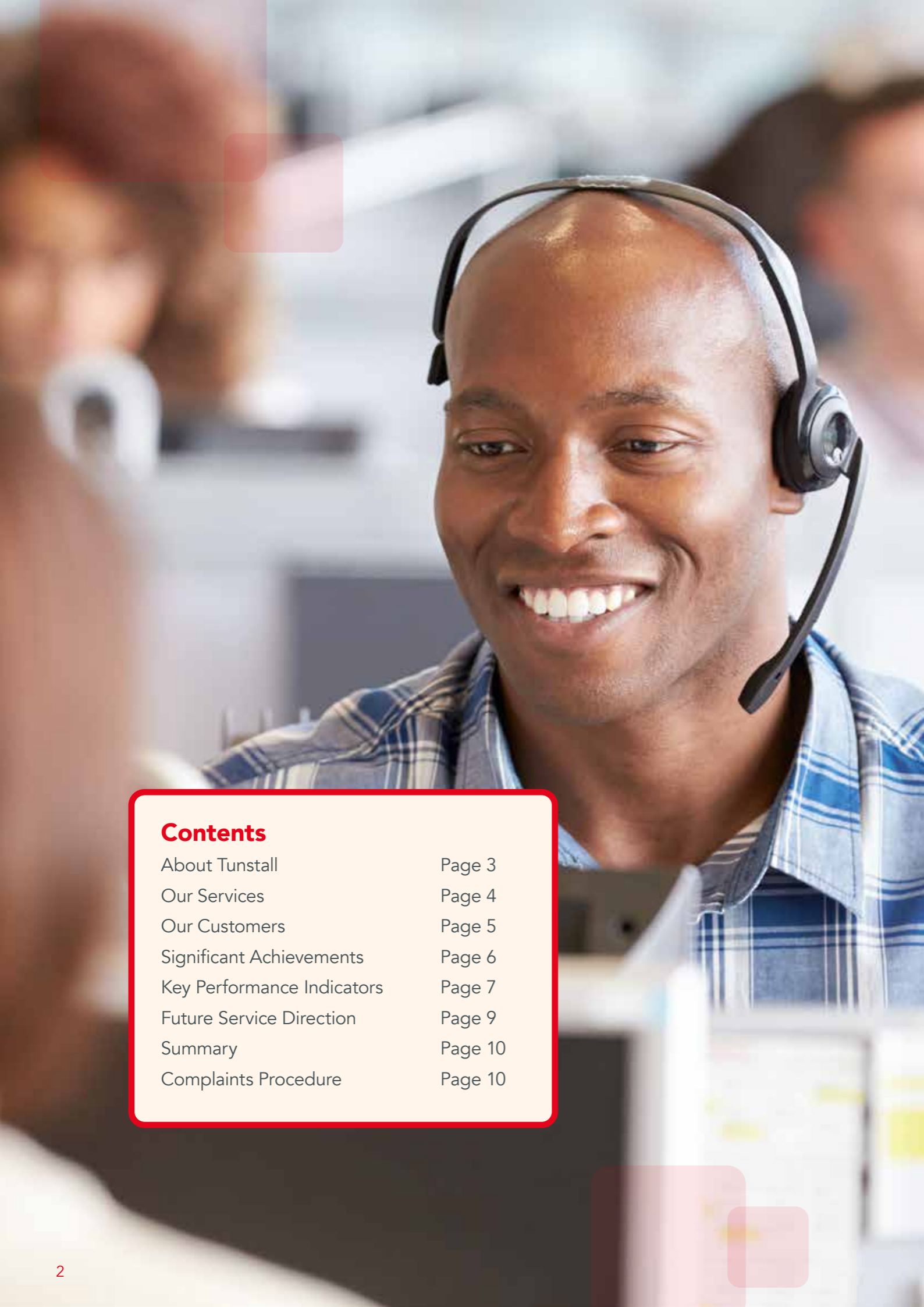




Annual Report 2019



The voice of technology
enabled care



About Tunstall

With a team of almost 3,000 employees operating in 17 countries across the world, Tunstall has unrivalled strategic insight into Care & Health operations globally.

Through our 15 regional response centres, we work with health professionals and social care providers daily to provide support to help manage long term health conditions and provide person-centred care. This extensive insight enables us to develop digital solutions that enhance independent living and improve efficiencies in clinical care.

Connected Services, transforming Care & Health

Designing and delivering services that support vulnerable individuals, and those with challenging healthcare conditions can be complicated. At Tunstall we spend time understanding the requirements of the organisations and their users to determine the appropriate technology, platforms and services to optimise the tailored delivery of Care & Health solutions.

Monitoring and Response Services - Tailored, pioneering response solutions

Tunstall Response offers a wide range of services, tailored to an individuals' particular needs. The service provides 24 hour support to individuals with a variety of needs such as older people, those with long-term conditions, individuals with complex needs, people with dementia, hearing impairments and users for whom English is not their first language.

Tunstall Response currently has approximately 119,902 connections and receives on average 6,400 calls/activations a day. We also support other monitoring centres by offering out of hours monitoring, out of hours emergency repairs triage, disaster recovery, hosted (virtual centre) services, lone worker and contracted out services. More than 452,422 connections are supported as part of our disaster recovery service. Tunstall Response handled 2.32 million calls in the last 12 months.

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**2.32
million**

calls handled by Tunstall
Response in the last 12 months.

Our Vision

A world where people have the freedom to live life to the full in a place of their choice.



Our Services

Tunstall Response offers a wide range of services, each tailored to the particular needs of the customer.



Our Customers

55%

of our connections are for people living in sheltered housing

12%

of our service users have a sensory impairment

105,640

calls from people who had fallen

102,909

calls in total to the emergency services

Our **youngest** service user is **8** and our **oldest** is **109**

(76,653 calls for an ambulance, 3,955 calls to the police, 3,868 calls to 111 service, 12,602 calls to the Fire and Rescue Service and 5,831 calls to the doctors.)

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An end user's son thanked our operator for calling responders to assist his mother saying we are "the 4th emergency service" and are "all angels".



Significant Achievements

We have secured five new contracts for client organisations which includes three major new contracts including The Royal Borough of Kingston and London Borough of Haringey.

We now operate a global centre of excellence programme and work in partnership with all Tunstall monitoring centres across the globe to drive continual improvement processes and share best practice, latest innovations and technology improvements.

We are working together to improve delivery to our customers through new technology and supporting processes as part of the Tunstall Concord ERP Programme.

Our staff are our greatest asset and we are working with them to provide:

- Covid secure working environment
- continual training and development
- career progression
- team building through various fundraising activities to support local charities



A resident's family wished to thank all the staff for the excellent care and attention. Without our service the resident would not be able to stay at home.

Key Performance Indicators

Tunstall Response operates to the TSA's Telecare Code of Practice, following the TSA's Code matrix, and uses PNC's operational reporting feature, which has been developed to monitor to the TSA requirements. On a monthly basis, Tunstall Response provides its clients with statistical information. A dedicated wallboard system is in place at the monitoring centre, which was designed in consultation with monitoring centre management. This gives a graphical representation of calls waiting and calls in progress.

We continue to call quality check all operators in line with the TSA recommendation of two calls per month. We are constantly striving to improve in our aim to achieve a centre of excellence.

The facts:

Call volumes were **2.32 million in the last 12 months** and complaints were 0.005% against TSA KPI of 0.02%.

Line utilisation is closely monitored, and Tunstall Response met the required TSA standard of utilisation being less than 50% in each calendar month, achieving 100% compliance.





Future Service Direction

Tunstall Response will continue to play a key role in delivering the organisation's vision and strategy for the next five years. As the world moves towards an ever more digital future, Tunstall is positioned to lead the change by developing and delivering new models of Connected Care for older people and those with long-term conditions.

IP and mobile technology will enable our customers, the devices that protect and monitor them, and the carers and health professionals who look after them, to all be connected to one another in real time, all the time. This makes new and integrated models of care achievable, bringing patients, social care and healthcare providers closer together and leading to significant enhancements in the quality of care provided in the home. Tunstall Response is integral to making this move to digital and cloud-based services, wrapping Connected Care & Health around the needs of individual users and creating sustainable services that support independence and choice.

We will continue to enhance our portfolio of services with wellbeing products, such as Tunstall Connect and location services enabled technology which will add greater value to traditional reactive telecare, while moving our capability towards proactive care.

Such services can include:

- Signposting to other services (Local Authority and third sector)
- Education entitlement to help with fuel bills, aids and adaptations and support services
- Escalations resulting in early interventions to avoid the need for more complex care
- Domestic Violence
- Prompts for appointments or medication
- Post-crisis support e.g. bereavement
- Public health issues e.g. cold/hot weather, fire safety, flu campaigns
- Reducing social isolation
- Support for carers

Tunstall is implementing an end-to-end ERP system, which along with the Tunstall Service Platform will provide a service wrap-around to our core PNC system, increasing the amount of automation within Response which will have a positive impact on customer and user experience plus our effectiveness and efficiency while actively decreasing manual processes.

Customer Testimonials

A resident called to thank us for everything we do. She could not recommend us enough to everyone she speaks to as we have helped her on a several occasions.

A resident wanted to thank an operator for calling her an ambulance when she was having chest pains. They were kind and reassuring.

An end user's daughter called to say thank you for helping and calling the fire service after her mother had a small fire.

An operator was thanked for recognising a resident was potentially having a

stroke. The operators quick actions resulted in a hopeful prognosis for recovery.

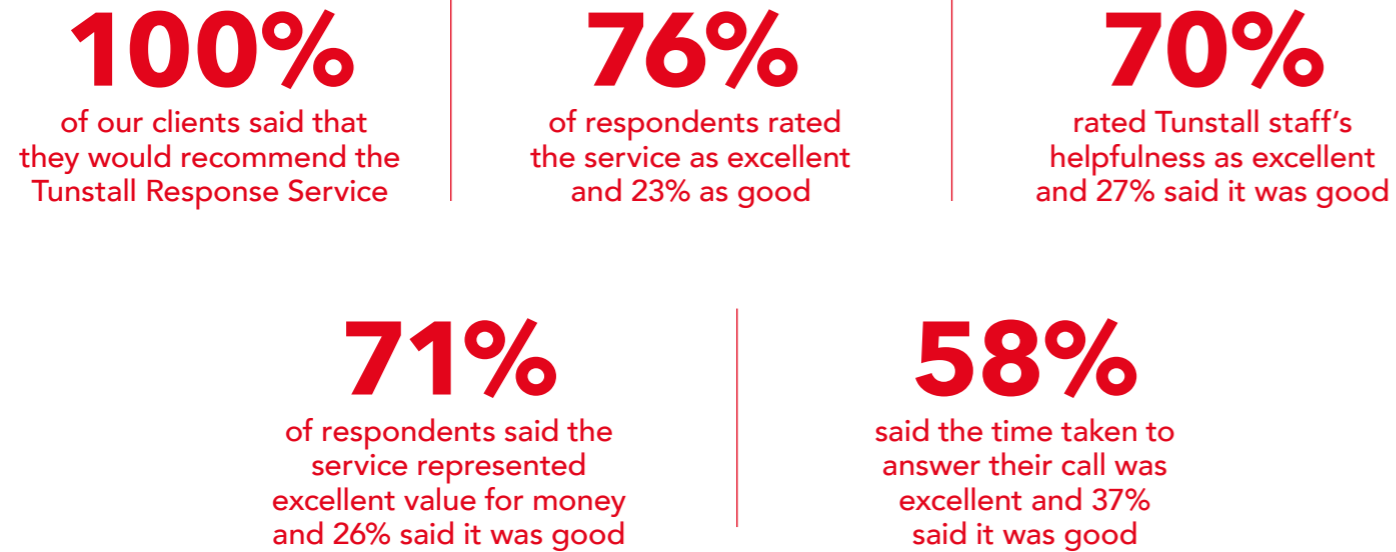
A service provider emailed in to thank the operator for calling an ambulance for a resident after he had fallen and hit his head. The operator also informed Cadent (Transco) to attend as he had knocked the gas on when he fell. This ensured the resident had heating on a cold night.

A resident called to thank the operator for their quick response when an ambulance was required for his wife. He thought the service was exceptional.



Summary

Service user comments, complaints, commendations, actions and outcomes



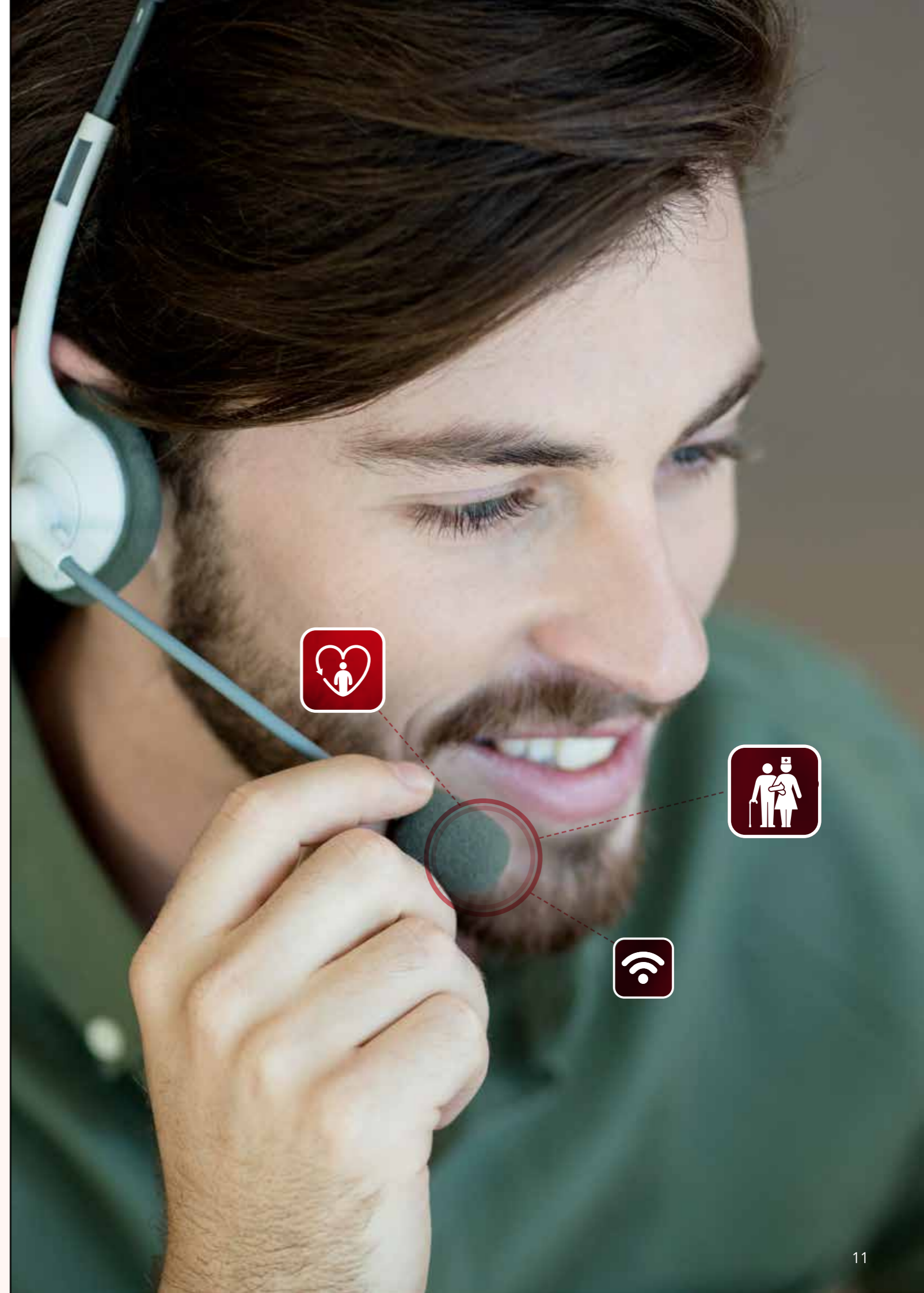
Complaints Procedure

Any comments from service users requiring action are fed back to the customer during regular operational meetings with their Tunstall Response account manager, and the outcomes reported at the next meeting.

Tunstall Response now manages all complaints received at Tunstall UK, bringing a clear and formal structure along with case management expertise for a holistic and robust complaints procedure. Our complaints handling procedure is as follows:

- Immediate automated acknowledgement on receipt of complaint, and allocation of unique reference number
- Response within 5 working days
- Full response provided within 20 working days if further investigation required
- Target of 100% of complaints resolved within 20 working days
- Responses not resolved within this time will result in a progress report being provided to the customer

We met the standard of providing a reply within 5 working days and all complaints being resolved within 20 days in 100% of cases.





Tunstall

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