



## *Astraline Performance Review October 2009*

On an annual basis, Astraline surveys the residents of its parent company, "Johnnie" Johnson Housing Trust to obtain feedback on quality of service delivery.

Once again, this year's results are extremely good, demonstrating the high levels of satisfaction our residents have with the service.

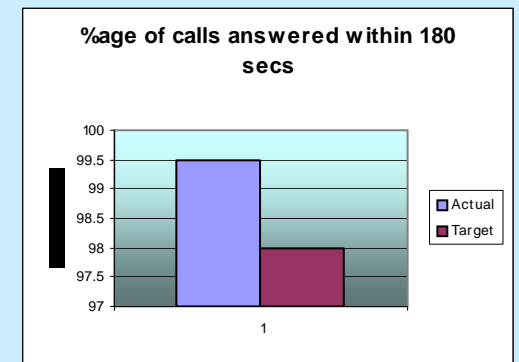
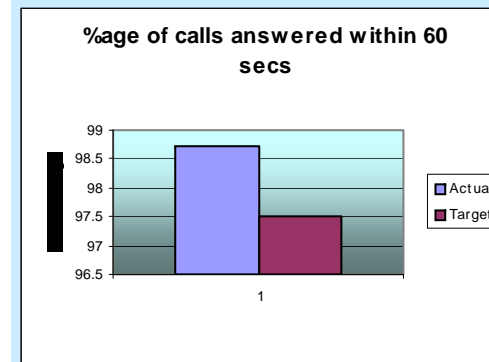
The results can be seen on the following pages.

Opposite are our current call handling figures, which are measured against the Telecare Services Association Code of Practice

### Call handling statistics 2009

*Period of assessment 1 Oct 2008 to 30 Sept 2009*

Total number of alarm calls received = 864,588

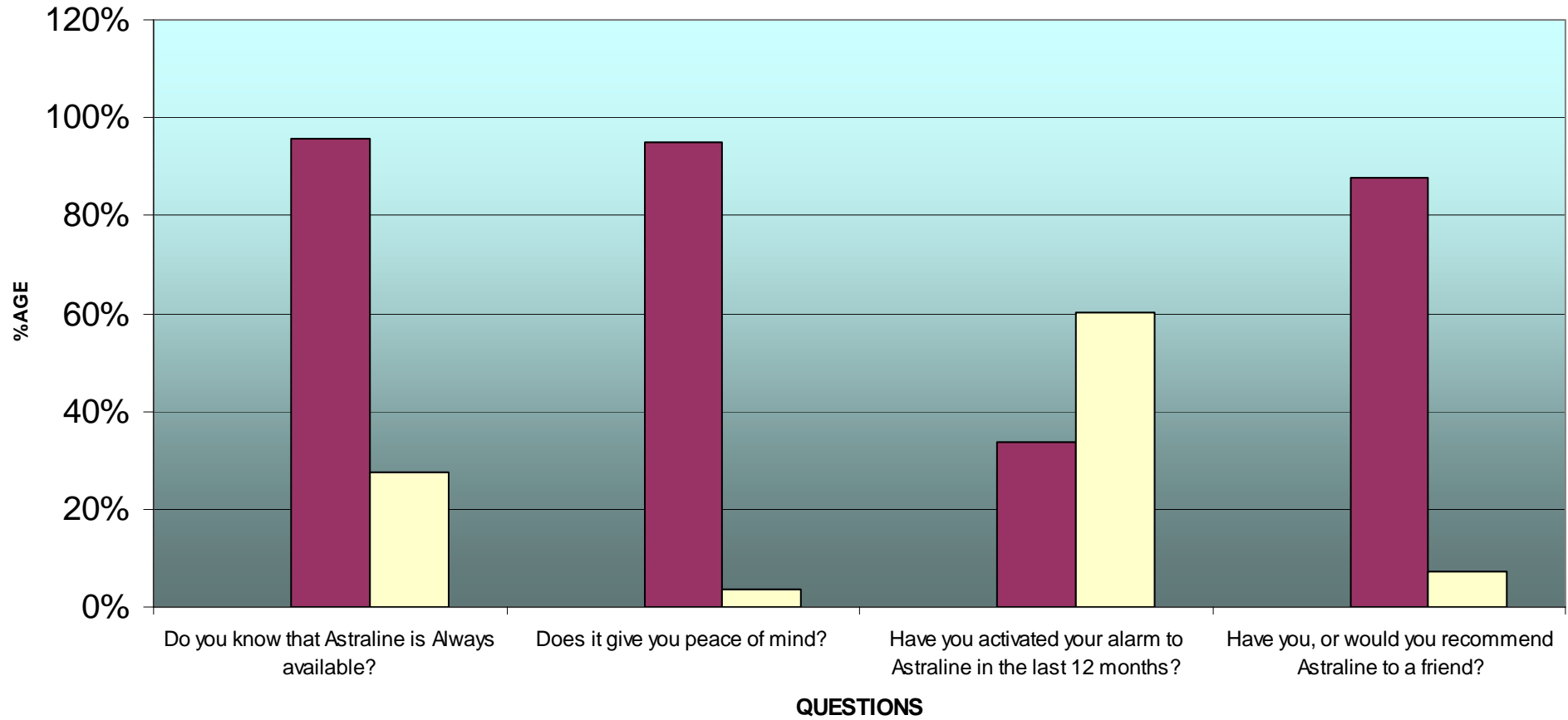


### Current TSA standards

97.5% of emergency calls were answered within 60 seconds and 98% of emergency calls were answered within 3 minutes.



## About the Astraline service





### If you have activated your alarm

