

Digital Telecare Monitoring Your Housing Group



Working in partnership to build a long term telecare monitoring relationship

About Appello:

UK's largest Technology Enabled Care Services (TECS) monitoring centre

Supports over 200,000 connections

Over 30 years experience

Certified by:
TSA Quality Standards Framework (QSF)

Operates 24 hours a day
365 days a year

T: 0333 321 6470
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Registered Office: Queensway House,
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With more than 28,000 homes across the North West, Yorkshire and the Midlands, Your Housing Group (YHG) has a large and diverse portfolio. These range from general properties for social and affordable rent, through to retirement living developments.

KEY CHALLENGES

YHG is made up of several housing associations, each historically having their own monitoring service provider and a range of telecare equipment.

The objective of the tender was to select one provider capable of monitoring all associations.

YHG required the successful bidder to work closely with its own contact centre in order to notify them of any non-call monitoring related issues such as repairs and maintenance reports or anti-social behaviour.

WHY APPELLO

Appello successfully won the tender in December 2017, monitoring over 4,500 connections.

The two year contract was awarded to Appello after demonstrating their ability to deliver affordable high quality tailored services across all associations.

Committed to collaborative working, and a well thought out process for partnership working meant that both

parties were able to build a very close relationship.

Data integrity and system functionality are important areas for YHG. Appello were able to demonstrate that all key aspects of the new GDPR legislation are being fulfilled, and provided assurances over data integrity requirements.

“

Communication was key to the successful mobilisation of the contract and set the foundations for a strong partnership

”

Andy Hodson - Older Persons Services Area Manager, YHG

YHG were impressed with the capabilities and functionality of Appello's digital monitoring platform Carenet, and the robust procedures in place to ensure continuation of service for residents.



Digital Telecare Monitoring Your Housing Group



Appello's comprehensive monitoring service provides YHG users and their families with peace of mind; safe in the knowledge that help is on hand 24 hours a day, 365 days a year.

“

The professionalism and quality of the monitoring centre staff is key to the continued success

”

Andy Hodson - Older Persons Services Area Manager, YHG

PROJECT HIGHLIGHTS

The successful mobilisation of this project was crucial, involving the complex transfer of user data from 10 incumbent providers with different systems and processes in use.

Both parties were proactive throughout the setup process, to ensure the mobilisation project was achieved on time. From project briefing to going live, the whole process took just 2 months.

The YHG scheme managers played an important role in the project and continue to help streamline the process.

KEY TO SUCCESS

Since going live communications between both parties has been proactive, with regular review and update meetings taking place.

Furthermore the level of report data and insight into service usage provided by Appello has supported YHG to deliver better outcomes and monitor KPI's.

THE FUTURE

The ability of Appello's TECS monitoring platform, Carenet, to monitor digital devices, future-proofs YHG as digital equipment becomes more prevalent.

This builds on the flexibility that Appello offers, understanding the current and future needs and supporting YHG with a tailored approach.

Appello key facts:

Appello offers a comprehensive range of call response and monitoring services from; Telecare, Out of Hours and Lone Worker monitoring to Service Control solutions

Appello handles over 30,000 emergency 999 calls each year

Appello is compliant with the Telecare Services Association (TSA) code of Practice and manages false alarms (Fire & Ambulance) in-line with BS 8591

Resilient infrastructure and a dedicated disaster recovery centre ensures continuity of service

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TELECARE MONITORING SERVICES VISIT
APPELLO.CO.UK OR CALL **0333 321 6470**