



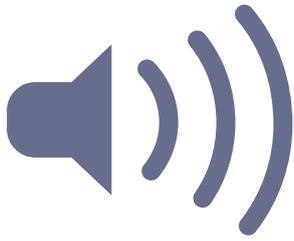
# Our ongoing response to Covid-19

## Putting 'digital' services at the heart of our offer

[www.astraline.co.uk](http://www.astraline.co.uk)

February 2021

# Responding to Covid Challenges



30% increase in call volumes



20% increase in daily check calls



Our mobile responders have saved over 250 unnecessary emergency service call outs

Our team continue to work from home and we have made a number of additional changes in order to strengthen our service including:



## Strengthened disaster recovery plans

- Temporary 'Covid Secure' space in operation whilst we get our new innovation hub up and running
- Moved all telephone calls from our out of hours clients through our call monitoring platform, to ensure we have a more robust back up



## Improved connectivity

- We are introducing Microsoft Teams as our call routing platform to replace the use of mobiles, removing the intermittent calls issues
- We have provided colleagues with new, more reliable laptops



## Increased resource capacity

- We've introduced a hybrid model, allowing operators to work from home and the office
- We are using micro and split shifts to react to unexpected peaks in calls and changes in operators' home circumstances.



## Enhanced home working

The team have the relevant equipment and home working set up that complies with DSE and GDPR regulations.



# Supporting our people



We continue to support customers and colleagues during the COVID-19 pandemic. What matters most to us is ensuring that both customers and colleagues feel they are receiving the right information at the right time and that the information is both reassuring and helpful. This document outlines how Astraline continues to respond to the challenges Covid-19 presents. We will continue to adapt the way we work and how we deliver our services to ensure, where possible, we deliver business as usual.

Since March 2020, we have delivered a number of different communications to customers colleagues, contractors and partners.

## Supporting Colleagues

Colleagues have access to a dedicated webpage and are also provided with regular email and video updates, in response to actions recorded in the daily business continuity meetings. We also share top tips on how colleagues can keep safe, well and healthy - their wellbeing is our priority.

All colleagues continue to work from home where they can to ensure we continue to provide our life-critical service. We have a temporary Covid-19 Secure office available for colleagues to undertake training and face to face interaction, which has proved extremely beneficial to onboarding new starters and new contracts. This is being reviewed constantly in line with Government guidance. We are also working hard to get our new 'Propel' Innovation hub open to colleagues and hope to have this operational in 2021.

## Supporting our own residents

Proud to be part of Johnnie Johnson Housing, Astraline continue to support residents across our 5000 homes.

We are making over 2000 additional daily wellbeing calls to residents living in our homes, who are either over the age of 70 or living alone.

We are offering Astraline to all our customers for half price during the Covid-19 crisis with a free social distancing delivery service and self install equipment.



# Supporting you digitally



We've been able to continue to support you, your business and your customers as normal throughout the pandemic and we are delighted to announce the launch of new support services, which further enhances our existing offering.



## 24-hour Monitoring

Keeping loved ones safe through our TSA Quality Standards accredited national alarm receiving centre.



## Innovation as a Service

Working with you as an extension of your team to provide consultancy support to help you design, innovate and provide value to your customers.



## Independent Living Testbed

We develop and deliver proof of concepts to support your aspirations for the future.



## Research and Development

We identify and test the best and latest Technology Enabled Care.



## Digital Strategy

We will support and prepare you for the end of analogue in 2025.



## Moving to the Cloud

We understand the direction and vision of key suppliers and we work with them on your behalf, so you know the service we provide is 'fit for the future'.

# Strengthening our support to you and your customers



We are incredibly proud of some of our achievements over the last 10 months that include:

- [Maintained our TSA QSF Accreditation](#) and received recognition from the auditors on our continued service throughout the Pandemic.
- [Continued with our initiative with North West Ambulance Service](#) in responding to non-injury fallers, resulting in over 250 call outs for our mobile responders, contributing to an 85% saving for NHS resources, with customers staying at home and needing no further treatment.
- [Introduced a series of webinars](#) together with [National Care Forum](#) to promote products and services available to the care sector.
- [Supported new clients](#) where their existing call centre was unable to continue to provide their usual service.
- [Continued with our mobile response service](#) throughout the whole of the pandemic by ensuring a robust supply chain of personal protective equipment for our frontline team. We have also continued with new TEC installations, supporting rapid discharge from hospital.

2021 will see us go from strength to strength to ensure that our service to you remains reliable. Where we can we will also look to add value to the service you receive in the following ways:



Through our new portal, which works in real time, you can now manage your own customer and scheme data. This allows greater control for you as well as more efficient way of managing your data, ensuring we always have the most up to date customer information.



As a digitally enabled alarm receiving centre, able to handle alarms from a broad range of digital technology. We are ready for the move to digital.



We are able to support you with automatic communications that you need to make to customers, such as check calls or general communications to landlines or mobiles.



# Setting you up for success - now and in the future



## You're in good hands with our team



- ✓ A dedicated team of multi-skilled operators
- ✓ Specialist skills and expertise within our Innovation and Data Teams
- ✓ Centre of Excellence with dedicated focus on performance, compliance, health and partnership
- ✓ Responsive front line Technology Enabled Care (TEC) Team, who are equipped with full personal protective equipment (PPE)

## We're here with you every step of the way

Customer needs are changing and we are here to support you make changes now, to ensure you are ready to meet that future demand.

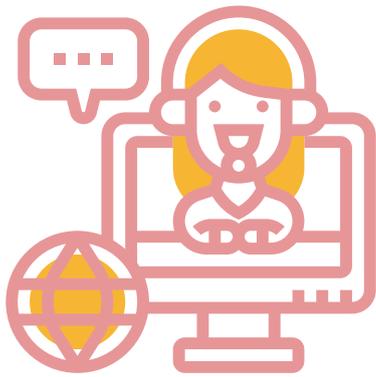
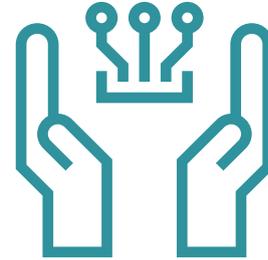
- ✓ Provide professional support
- ✓ Adapt to speed and pace of change
- ✓ Offer you reliable advice, guidance and service for your customers
- ✓ Personalise services to meet your aims and objectives
- ✓ Develop strong partnerships to move the sector forward together



# What's next for Astraline?



Daring to be different and move our digital services forward



Developing our 'hybrid' model of work - creating flexibility for colleagues and allows Astraline to flex resources to meet demand

Move to our new 'Propel' Innovation hub, complete with product demo and test space



Continue to grow Astraline through geographical expansion and acquisition of new customers

# Could we do more?



We recognise that we may not always get it right, but we will use your feedback to continuously improve our services.

We want to hear from you. If you feel we have missed anything, please get in touch with us using one of the methods below.



[astraline@jjhousing.co.uk](mailto:astraline@jjhousing.co.uk)



0345 217 0721



[www.astraline.co.uk](http://www.astraline.co.uk)



@\_Astraline



Astraline



Astraline

**Keep safe and well!**

