



Care Connect 24/7 Performance April 2025 – March 2026



Supporting you to keep safe, independent and included in your community...



We received 59 referrals between April 2025 March 2026 to join the Care Connect Service.

We referred 23 people to Stevenage Fire Safety to help with home safety.



1127 emergency calls were attended to by our dedicated team of responders.

258 were physical health related.

88 were to support with housing e.g. emergency repairs.



We referred 8 customers to our community support service.

We completed 11 mental health single point of access referrals.



100% of our customers would recommend the service

We also completed 45 Person Centred Fire Risk Assessments for residents to improve fire safety in their home.



97% of customers said that Care Connect 24/7 helps them to manage and live more independently in their own home.

Care Connect 24/7 Performance

April 2025 – March 2026

Performance against our Service Standards

Service Standard	Q1 April June	Q2 July Sept	Q3 Oct Dec	Q4 Jan March	Overall %	Comments
We will provide a 24 hours/day, 7 days a week response service to anyone who feels at risk by specialist support officers who wear a uniform, ID badge and are checked by the Disclosure and Barring service to those on our response service. Number of emergency calls attended.	285	316	278	248	1127	We have responded to 1127 emergency calls to Care Connect customers between April 2025 to March 2026. 258 of these calls were regarding physical health, 88 were regarding housing management related.
We will replace or repair within 24 hours any faults with the alarm equipment being reported.	N/A	N/A	N/A	N/A	N/A	Although we responded to any equipment failure we did not capture this information separately to be able to report it. This has been improved for the next year.
We will install the alarm unit within 2 weeks of receiving the request.	80%	52%	75%	67%	69%	51 alarm units were installed within 2 weeks of receiving the request. Delays in installation include waiting for a friend or family member to be available for support and hospital admissions.
We will visit you once a year to see how you are, check on your welfare and see if you need any support to keep you independent at home. We will check our alarm equipment and update records.	80%	95%	100%	91%	92%	303 annual visits have been completed, some annual visits were completed later due to hospital admissions, illness and resident cancelling.

Customer Satisfaction

It's important to us that our customers are happy with the service they receive so we carry out a satisfaction survey at our annual visits to monitor how we are doing.

We have had 92 service users out of 306 service users completed the Care Connect satisfaction survey between April 2025 - March 2026. (30% of customers).

Overall satisfaction: 98% of customers were satisfied or very satisfied with the overall service they received.

Manage and live more independently: 97% of customers were agreed or strongly agreed that the service helps them to manage and live more independently in their own home.

Treated with fairness and respect: 94% of customers agreed or strongly agreed they were treated with fairness and respect

Support and advice: 94% of customers were satisfied or very satisfied with the support and advice they received.

Safe and secure: 100% of customers said having the alarm makes them feel more safe and secure.

Recommend the service: 100% of customers said they would recommend the Care Connect 24/7 service

Feedback about our Specialist Support Officers

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strong Disagree
Helpful	80%	18%	2%	0%	0%
Sensitive	76%	20%	4%	0%	0%
Understanding	76%	18%	5%	0%	1%
Responsive	74%	20%	5%	0%	1%
Knowledgeable	67%	27%	3%	1%	2%

What Our Customers say about us...

Here are some of the comments and compliments we have received from customers and their families about the service we have provide

