

Lifeline
'Peace
of Mind'
Service



ANNUAL REPORT

2015/16

DEAR READER

Welcome to our Lifeline Service Annual Report for last year, April 2015 to March 2016.

Our Annual Report is a way of sharing with you information on how the Merthyr Tydfil Lifeline Service performed against our code of practice targets, along with some of our achievements, service improvements and Service User comments.

I am pleased to be able to report on another successful 12 months, even though the challenges for Merthyr Tydfil County Borough Council continued with another year of budget cuts and efficiencies. We have continued to grow as a service and have been able to maintain and improve on the already high quality, professional and caring service we take pride in delivering to all our customers.

I hope you are able to take a few minutes to read through the report, and that you find it both informative and interesting.

Should you wish to comment, or have any suggestions on what you would like to see contained in future reports please do not hesitate to contact me.

Siân Davies

Control Room Manager

OUR AIM AND MISSION STATEMENT

Since 1991 our aim has been to deliver a high quality, professional and caring service while being sensitive to the needs and wishes of our service users, their family, carers or friends regardless of race, culture, religion, age, disability, vulnerability and gender.

With this in mind our Mission Statement affirms that, first and foremost Merthyr Tydfil Lifeline 'Peace of Mind' Service will continue to promote a customer focused approach, building and strengthening relationships based on honesty and quality.

We will:-

- Respond effectively to all calls within the Telecare Services Association (TSA) Code of Practice time frame.
- Provide a courteous, prompt and quality service at all times.
- Listen and respond efficiently to customer needs.
- Treat all customers in a fair and equal way.
- Continually review and improve, where necessary our service according to customer requirements or Code of Practice changes.

HELPING US TO HELP YOU

- **Updating Your Personal Information Record**

Our ability to help you quickly and efficiently when you contact us relies on the personal information we hold on you, your family, friends or any professional agency you are connected with.

To Help You – We contact all our customers annually with the sole purpose of checking that the information we hold on you is up to date and correct

To Help Us – Please tell us as soon as possible if there are changes to:-

- Your Doctor
- Your medical condition/information
- Your Key Holder/Key Safe
- The details of those people you have listed that you would like us to contact in the event of an emergency e.g. Daughter, Son, Grandchild
- Your telephone line supplier

You can contact the Control Room at any time with your update by telephone, fax, e-mail and post or by pressing your alarm button which will connect you directly to an Operator.

If you are a Housing Association tenant you can also request that your Scheme Manager or Housing Officer contact us on your behalf.

- **Test Calls**

It is important to regularly place a test call from your Lifeline equipment through to the Control Room.

To Help You – Every 3 months the Control Room runs a report showing those Service Users who have not activated a call from their alarm pendant. The Duty Operator's will then contact each of them and request a test call is made.

To Help Us – By pressing your small personal alarm button once a month and speaking to the duty Operator a test call will be registered on the system.

If your call has not been connected there may be a fault, you will need to report this as soon as possible by ringing the Control Room on **01685 384489 (Voice Recorded)**. The Operator will note your details and ask our Installer to contact you to arrange a home visit, report the fault to your Housing Association on your behalf or, advise you to contact your telephony supplier.

Remember - *If you change your telephone line supplier, let us know.*

- ***Paying Your Annual Invoice***

To Help You - Unlike most invoices sent out by Merthyr Tydfil County Borough Council we allow Lifeline customers to pay their annual rental/monitoring charge by instalments throughout the billing period.

To Help Us - The Service relies on receiving your payments. If you are paying your invoice in full, please arrange this within one month of receipt.

If you wish to pay by monthly or quarterly instalments; please arrange for the first payment to be taken from your account within two weeks of receipt of your invoice and remember the invoice must be paid in full by the last month of the billing period.

- ***Protection of Vulnerable Adults – What to do if someone makes you feel uncomfortable.***

We care about our customers wellbeing and are committed to ensuring vulnerable adults are protected from abuse and neglect.

If, while at home or at any of the places you visit, you are made to feel uncomfortable, whether physically or mentally you should contact your Local Authority's Adult Protection Team.

Alternatively you can speak to a Control Room Operator in confidence by pressing your alarm button which will connect you immediately or, if you prefer, telephone the Control Room on **01685 384489 (Voice Recorded)**. The Operator will provide you with the contact details of the Adult Protection Team in your area, or report any concerns on your behalf.

OUR KEY ACHIEVEMENTS AND SERVICE IMPROVMENTS DURING 2015/16

- ***Telecare Services Association (TSA) Accreditation***



During the year the team worked hard to ensure we not only met our own high standards, but also the monthly Code of Practice targets set by the TSA.

On the 9th & 10th February 2016 our processes, procedures and monthly performance targets were all inspected by an external auditor appointed by the TSA. I am pleased to report that yet again our TSA accreditation status in the Service Tailoring, Monitoring, Installation and Re-evaluation modules were all renewed, showing our continual year on year commitment to provide our customers with the best possible service.

- **Service Charges**

We recognised that 2015/16 would be financially challenging for everyone. With this in mind, we were able to continue to provide the same high quality and affordable service without increasing the cost to our customers.

- **Number of Calls Handled**

From the 1st April 2015 to 31st March 2016 the Control Room Operators handled a significant number of calls.

The total number of calls handled was over 135,000.

We wished approximately 4,116 clients a 'Happy Birthday'.

We made over 32,000 early morning Welfare Calls, and contacted the Emergency Services on approximately 1,548 occasions.

- **New Business**

Over the past 12 months we worked closely with colleagues in the Voluntary Sector to produce a Carers Emergency Card Scheme. The scheme was launched during Carers Week this year.

- **New Team Member**

Due to the growth in business, and in order to ensure we maintain our performance targets for new installations and repairs an additional Installations Officer has been employed.

PERFORMANCE TARGETS

The management team closely monitors monthly reports to check we are consistently meeting our TSA targets. This ensures that all our customers continually receive the level of service they expect and deserve.

For your information we have listed some of the specific targets the Service has to achieve in order to maintain its TSA accreditation status.



- **Call Response Times**

TSA Target – 97.5% of all emergency calls must be answered within one minute, and 99% of calls to be answered within three minutes.

It is clear from the table below that our service surpassed this target each month between 1st April 2014 and 31st March 2015.

Month	% Calls answered within 1 minute	% Calls answered within 3 minutes
April	99.00%	99.08%
May	99.04%	99.08%
June	98.09%	99.09%
July	99.01%	99.99%
August	99.01%	99.09%
September	98.03%	99.09%
October	98.05%	100%
November	98.05%	100%
December	98.03%	99.09%
January	98.00%	99.09%
February	98.04%	99.09%
March	98.04%	100%

- **New Installations**

TSA Target – All urgent installations to be completed within 5 working days; all non-urgent installations to be completed with 20 working days.

Between 1st April 2015 and 31st March 2016 a total of 506 new installations took place – 16 were assessed as urgent, and all were installed within the TSA target of 5 working days. The remaining 490 were assessed as non-urgent and again were all installed within the TSA target of 20 working days.

- **Repair Visits**

TSA Target – All critical repairs to be completed within 96 hours; all non-critical repairs to be completed within 15 working days.

Between 1st April 2015 and 31st March 2016 our Installers attended 164 repair visits. 50 were assessed as critical and all were either repaired or replaced within the TSA target time of 96 hours. The remaining 114 were assessed as non-critical and again all were repaired or replaced within the TSA target time of 15 working days.

- **Operator Quality Checks**

All calls made to, and from the Control Room are recorded. Each month the Control Room Supervisor will randomly listen to a selection of calls from each Operator to confirm that procedures are being followed.

When listening to calls the Supervisor will assess that each Operator has met TSA requirements, these include –

Was the correct greeting used?

Did the Operator identify him/herself?

Did the Operator listen carefully to the caller, and the correct action taken?

Was the caller reassured and informed of any action being taken?

If a follow up call was required, was it completed?

The results of the monitoring are noted; discussed with the Operator’s individually and used as part of their ongoing training programme and annual appraisal.

- **Line Utilisation**

In order to answer every call received within the agreed timeframe, it is important to ensure we have sufficient capacity on our telephone lines at all times. The TSA states that 50% of our lines should be free at any one time.

We monitor our lines daily and provide monthly reports which are audited annually.

You will see from the table below which shows the level of usage each month that we are well within the TSA target of 50%

Month	%Of Telephone Line Usage
April	27.41%
May	26.47%
June	27.49%
July	29.54%
August	27.52%
September	24.60%
October	28.48%
November	27.84%
December	28.12%
January	26.82%
February	26.46%
March	22.84%

CUSTOMER INVOLVEMENT, COMPLIMENTS AND COMPLAINTS

Your comments, feedback and involvement are all important to us. We believe listening to you, and learning from any complaints we may receive will help us to shape a customer focused service, ensuring that our working practices provide you with a value for money service that is tailored to meet individual needs.

Last year we attended at least 6 public or customer based events. These included visits to some of the Sheltered Housing Schemes linked to our Control Room where we took the opportunity to meet with tenants to discuss our service delivery, we took part in the 'World Mental Health Day' activities based here at Merthyr Tydfil and of course the regular quarterly update meetings with our partners.

If you or your organisation would like us to visit you, or you would like to visit the Control Room and take a look 'behind the scenes', arrangements can be made by contacting either Siân or Jacqui on the Control Room number.

We are always pleased to receive your written comments, whether good or bad! Many of our customers or their families will choose to let us know what they think by adding their comments to the annual Customer Satisfaction Survey.

However, if you have experienced a problem with the Service or a member of the team we ask that you inform us as soon as possible. Often a telephone conversation with the Duty Operator, Supervisor or Manager will put things right immediately, if this is not possible we aim to resolve any issue within 5 working days.

We are pleased to report that no formal complaints were received between 1st April 2015 and 31st March 2016.

Below are some of the comments we received from you last year

'Installer was very professional but at the same time a very pleasant young man, nothing too much trouble.'

'I wish we had contacted you earlier, an excellent service'

'The lifeline Service has helped me out on more than one occasion and gives me peace of mind'

'My children are living out of the area so the Lifeline gives peace of mind for me and my family'

'I think the staff are exceptional. Having had cause to use the Service several times they have been brilliant and totally professional.'

'As I live alone, my family find it reassuring to know that I am always in possession of an alarm device in case of accidents'

'It's a pleasure to talk to your Lifeline staff. I look forward to hearing from them on their morning call to me; it brightens up my day, thank you all for the service you provide'

CUSTOMER SATISFACTION SURVEY 2014/15

A big 'thank you' to all of you who took the time to complete and return your form, I am pleased to report that we received over 70% return.

During the year we randomly sent out over 460 survey forms asking customers for their opinion of the service we provide, as well as leaving one with each customer following a new installation or repair visit.

We value all the comments received as they help us to identify areas of work that you are happy with but probably more importantly areas of work where changes can be made to improve the service.

It may not always be possible to implement the suggested changes, but each is seriously considered.

Each survey form will contain the four mandatory questions required to comply with TSA requirements; these are – Quality of Service; Speed of Response; Helpfulness of Staff and Value for Money.

Below are the results of the 2015/16 surveys –

Installation – TSA Level of Satisfaction Target 90%

100% were happy with the quality of the service provided by our Installer
99.95% were happy with the speed of our response
100% thought our Installer were helpful
100% thought the service represented 'Good Value'

Monitoring – TSA Level of Satisfaction Target 90%

100% were happy with the quality of the service provided by our Operators
99.39% were happy with the speed of our response
98.47% thought our Operators were helpful
99.69% thought the service represented 'Good Value'

LOOKING FORWARD TO 2016/17

During 2016/17 the team will continue to work together to maintain and improve where necessary on the already high standard of service we are currently providing.

In addition we will –

- Continue to work with colleagues in the public and private sector to expand our service to ensure that more people are supported to live independently.



- Maintain our TSA Accreditation status.
- Monitor changes and improvements in equipment, and where necessary upgrade or replace.
- Continue to look at all opportunities for joint working with other housing providers across our area.

HOW TO CONTACT US

If you would like to meet any of the team or contact us with your comments and suggestions you can –

Telephone: 01685 384489 (Voice Recorded)

Fax: 01685 387740

E-mail: Lifeline@merthyr.gov.uk

Post: Lifeline 'Peace of Mind' Service
Control Room
Civic Centre
Castle Street
Merthyr Tydfil
CF47 8AN

You can also find out more about our Service by accessing our web pages on –

www.merthyr.gov.uk



Monitro – Targed Lefel Bodiondeb TSA 90%

Roedd 100% yn hapus ag ansawd y gwasanaeth a ddarparwyd gan ein Gosodwr. Roedd 99.39% yn hapus â chylfymder ein hymateb Roedd 98.47% yn meddwl fod ein Gosodwr yn barod ei gymwynas Roedd 99.69% yn meddwl fod y gwasanaeth yn cynrychioli 'Gwerth Da'

EDRYCH YMLAEN AT 2016/17

Yn ystod 2016/17 bydd y tîm yn parhau i gydweithio i gynnal a gwella, ble y bo'n angenrheidiol, safon y gwasanaeth a ddarperir gennym, sydd eisoes yn uchel. Yn ogystal byddwn -

- Yn parhau i weithio â chydweithwyr yn y sector cyhoeddus a phreifat i ehangu ein gwasanaeth a sicrhau fod rhagor o bobl yn cael y gefnogaeth i fyw yn annibynnol.

- Cynnal ein statws Acrediad TSA.

- Monitro newidiadau a gwelliannau o ran offer, a ble y bo'n angenrheidiol, diweddar neu adnewyddu.

- Parhau i edrych ar bob cyfie o ran cydweithio â chyflwynwyr tai eraill ledled ein hardal.

SUT I GYSYLLTU Â NI

Os ydych am gwrdd ag unrhyw aelod o'r tîm neu gysylltu â ni â'ch sylwadau ac awgrymiadau gallwch wneud hynny drwy: -

Ffôn: 01685 384489 (llais wedi ei recordio)

Ffacs: 01685 387740

E-bost: Lifeline@merthyr.gov.uk

Post:

Gwasanaeth Larwm Bywyd /
Cyfyngder 'Tawelwch Meddwl'
Ystafell Reoli
Canolfan Ddinesig
Stryd y Castell
Merthyr Tudful
CF47 8AN

Gallwch hefyd ganfod rhagor am ein Gwasanaeth drwy edrych ar ein tudalennau gwe

ar –

www.merthyr.gov.uk



AROLWG BODLONDEB CWSMERIAID 2015/16

Dioch enfawr i'r rheini a drafferthodd gwblhau a dychwelyd eich ffurflen. Rwy'n falch o ddweud fy mod wedi derbyn dros 70% ohonynt yn ôl.

Yn ystod y flwyddyn, gwnaethom ni anton 460 ffurflen arolwg ar hap gan ofyn i gwsmeriaid am eu safbwyntiau am y gwasanaeth rydym yn ei ddarparu, yn ogystal â gadael un gyda phob cwsmer yn dilyn gosodiad newydd neu ymweliad atgyweirio.

Mae'r holl sylwadau a dderbyniom ni'n werthfawr i ni gan eu bod yn ein helpu ni i ddynodi meysydd gwaith yr ydych yn hapus â nhw ond fwy na thebyg yn bwysicach meysydd gwaith ble y gellir gwneud newidiadau i wella'r gwasanaeth.

Efallai na fydd bob amser yn bosibl gweithredu'r holl newidiadau a awgrymir, ond caiff bob un ei ystyried yn ddifrifol.

Mae pob ffurflen arolwg yn cynnwys y pedwar cwestiwn gorfodol gofynnol i gydsynio â gofynion TSA; set – Ansawdd y Gwasanaeth; Cyfilymder Ymateb; Pa mor Barod eu Cymwynas yw'r Staff a Gwerth am Arian.

Dyma ganlyniadau arolygon 2015/16

Gosodiad – Lefel Targed Bodlondeb TSA 90%

Roedd 100% yn hapus ag ansawdd y gwasanaeth a ddarparwyd gan ein Gosodwr.
 Roedd 99.95% yn hapus â chyfilymder ein hymateb
 Roedd 100% yn meddwl fod ein Gosodwr yn barod ei gymwynas
 Roedd 100% yn meddwl fod y gwasanaeth yn cynrychioli 'Gwerth Da'



CYFRANOGIAD, CYMERADWYAETH A CHWYNION CWSMERIAID

Mis	% o ddefnydd llinell ffôn
Ebrill	11.45%
Mai	11.64%
Mehfin	77.52%
Goffennaf	11.98%
Awst	11.70%
Medi	12.78%
Hydref	13.83%
Tachwedd	12.45%
Rhagfyr	14.42%
Ionawr	12.58%
Chwefror	12.65%
Mawrth	12.81%

Mae eich sylwadau, adborth a chyfranogiad yn bwysig i ni. Rydym o'r farn bod gwranddo arnoch chi a dysgu oddi wrth unrhyw gwynion y galliem eu derbyn, ein helpu ni i lunio gwasanaeth sy'n canolbwyntio ar gwsmeriaid, gan sicrhau fod ein harferion gwaiith yn rhoi gwasanaeth sy'n werth am arian ac sydd wedi ei deliwra i ddiwallu anghenion unigol.

Y llynedd, roeddem yn bresennol mewn o leiaf 6 digwyddiad cyhoeddus neu'n seiliedig ar gwsmeriaid. Yn eu pith oedd ymweliadau i rai o'r Cynlluniau Tai Gwarchod sy'n gysylltiedig â'n Hystafell Reoli ble y gwnaethom fanteisio ar y cyfale i gwrdd â thenantiaid i drafod ein cyflenwad gwasanaeth. Gwnaethom gymryd rhan yng ngweithgareddau 'Diwrnod Iechyd Meddwl y Byd' a leolwyd yma ym Menth yr Tudful, ac wrth gwrs, y cyfarfoddyd diweddarau chwarterol rheolaidd gyda'n partneriaid.

Os hoffech chi neu'ch sefydliad i ni ymweld â chi, neu os hoffech ymweld â'r Ystafell Reoli a chael golwg 'y tu ôl i'r llenwi' gellir trefnu hyn drwy un ai gysylltu â Sian neu Jacqui ar rif yr Ystafell Reoli.

Rydym bob amser yn falch o dderbyn eich sylwadau ysgrifenedig boed yn dda neu beidio! Bydd nifer o'n cwsmeriaid neu eu teuluoedd yn dewis rhoi gwybod i ni beth yw eu safbwynt drwy ychwanegu eu sylwadau at yr Arolwg Bodlondeb Cwsmeriaid blyneddol.

Fodd bynnag, os ydych wedi profi problem â'r Gwasanaeth neu ag aelod o'r tîm byddwn yn gofyn eich bod yn ein hysbysu cyn gynted â phosibl. Yn aml, gall galwad ffôn â'r Dirprwy Gysylltiedig, Gorchhwylwr neu Reolwr ddatrys pethau ar unwaith. Os na fydd hyn yn bosibl ein nod yw datrys unrhyw fater oddi fewn i 5 niwrnod gwaiith. Rydym yn falch o adrodd yn ôl na chatwyd unrhyw gwynion ffurfiol rhwng 1 Ebrill 2015 a 31 Mawrth 2016.

Dyma restr o rai o'r sylwadau a dderbyniwyd gennyh y llynedd –

Rydym yn monitro'n llinellau'n ddyddiol ac yn darparu adroddiadau misol sy'n cael eu harchwilio'n flynyddol. Fe welwch o'r tabl isod sy'n dangos lefel y defnydd bob mis, ein bod oddi fewn i'r targed TSA o 50%.

Er mwyn ateb pob galwad a dderbynir oddi fewn i'r cyfyngiad amser cytunedig, mae'n bwysig sicrhau bod gennyf ddigon o bobl i ateb ein llinellau ffôn ar bob achlysur. Mae'r TSA yn datgan y dylai 50% o'n llinellau fod yn rhydd ar unrhyw un adeg.

Defnyddio Llinell

Mae canlyniadau'r monitro wedi eu nodi; eu trafod â'r Cysylltydd yn unigol a'u defnyddio fel rhan o'i raglen hyfforddiant parhaus a gwerthusiad blynyddol. Os oedd angen galwad dilynol, a gafodd ei gwblhau?

Gafodd y galwr dawelwch meddwl a chael gwybod bod unrhyw weithredu ar fin digwydd? Wnaeth y Cysylltydd wrando'n ofalus ar y galwr, a chymryd y camau gweithredu cywir?

Wnaeth y Cysylltydd gyflwyno ei hun yn gywir?

Defnyddio'r cyfarachad cywir?

Wrth wrando ar alwadau bydd y Gorchwylwr yn asesu fod pob Cysylltydd wedi bodloni gofynion y TSA, set - Cysylltydd i gadarnhau fod y gweithdrefnau'n cael eu dilyn.

Mae pob galwad i ac oddi wrth yr Ystafell Reoli yn cael eu recordio. Bob mis mae'r Caiff pob galwad i mewn ac allan o'r Ystafell Reoli ei recordio. Bob mis bydd Gorchwylwr yr Ystafell Reoli'n gwrandao ar hap ar ddeholiad o alwadau gan bob Cysylltydd i gadarnhau fod y gweithdrefnau'n cael eu dilyn.

Gwiriadau Ansawdd Cysylltydd

Rhwyng 1 Ebrill 2015 a 31 Mawrth 2016 mynychodd ein Gosodwyr 164 ymweliad atgyweirio. Cafodd 50 eu hasesu fel argyfyngus a chawsant oll un ai eu hatgyweirio neu eu hadnwysu oddi fewn i amser targed TSA set 15 niwrnod gwaith.

Targed TSA – Popeth hanfodol i'w atgyweirio wedi ei gwblhau ymhen 96 awr a phopeth nad yw'n hanfodol wedi ei atgyweirio i'w gwblhau ymhen 15 niwrnod gwaith.

Ymweliadau Atgyweirio

TARGEDAU PERFFORMIAD

Mae'r tîm rheoli'n monitro adroddiadau misol yn fanwl i wirio a ydym yn gyson o ran bodloni'n targedau TSA, Mae hyn yn sicrhau fod ein holl gwsmeriaid yn barhaol dderbyn lefel y gwasanaeth maen nhw'n ei ddisgwyl ac yn ei haeddu.

Er gwybodaeth i chi, rydym wedi rhestru rhai o dargedau penodol y mae'n rhaid i'r Gwasanaeth eu cyflawni er mwyn cynnal ei statws achredu TSA.

Amseroedd Ymateb i Alwadau

Targed TSA – Mae'n rhaid ateb 97.5% o holl alwadau brys ymhen munud a Targed TSA – rhaid i 97.5% o'r holl alwadau argyfwng gael eu hateb ymhen un munud a rhaid ateb 99% o alwadau ymhen tri munud.

Mae'r tabl isod yn dangos yn glir bod ein gwasanaeth wedi rhagori ar ei darged bob mis rhwng 1 Ebrill 2014 a 31 Mawrth 2015.

Mis	% galwadau a atebwyd o fewn 1 munud	% galwadau a atebwyd o fewn 3 munud
Ebrill	99.00%	99.08%
Mai	99.04%	99.08%
Mehefin	98.09%	99.09%
Goffennaf	99.01%	99.99%
Awst	99.01%	99.09%
Medi	98.03%	99.09%
Hydref	98.05%	100%
Tachwedd	98.05%	100%
Rhagfyr	98.03%	99.09%
Ionawr	98.00%	99.09%
Chwefror	98.04%	99.09%
Mawrth	98.04%	100%

Gosodiadau Newydd

Targed TSA – pob gosodiad brys i'w gwblhau ymhen 5 niwrnod gwaith; pob gosodiad nad yw ar brys i'w gwblhau ymhen 20 niwrnod gwaith.

Rhwng 1 Ebrill 2015 a 31 Mawrth 2016 cyflawnwyd cyfanswm o 506 o osodiadau - catfodd 16 eu hasesu fel rhai brys, a chatfodd pob un ei osod oddi fewn i darged TSA set 5 niwrnod gwaith. Catfodd y 490 a oedd yn weddill eu hasesu fel rhai nad oedd brys ar eu cyfer ac eto, cawsant oll eu gosod oddi fewn i darged TSA set 20 niwrnod gwaith

EIN LLWYDIAUNAU ALLWEDDOL A GWELLIANNAU I'R GWASANAETH YN YSTOD 2015/16

- Achrediad Cymdeithas Gwasanaethau Teleofal (TSA) / Telecare Services Association (TSA) Accreditation**

Gweithiodd y tim yn galed yn ystod y flwyddyn i sicrhau ein bod nid yn unig yn cyflawni ein safonau uchel ein hunain, ond hefyd dargedau Cod Ymarfer misol a osodir gan TSA.

Ar 9 a 10 Chwefror 2015, catodd ein holl brosesau, gweithdrefnu a thargedau misol eu harchwilio gan archwiliwr allanol a benodwyd gan TSA. Rwy'n falch o hysysu bod ein statws achrediad TSA unwaith yn rhagor yn y modiwlau Teilwra, Monitro, Gosod ac All-werthuso Gwasanaeth i gyd wedi eu hadnewyddu, gan ddangos ein hymroddiad flwyddyn ar ôl blwyddyn i ddarparu'r gwasanaeth gorau posibl i'n cwsmeriaid.

- Costau Gwasanaeth**

Roeddem yn cydnabod y byddai 2015/16 yn her arianol i bawb, a gyda hyn mewn golwg, roeddem yn gallu parhau i ddarparu peth gwasanaeth fforddiadwy o ansawdd uchel heb gynyddu'r gost i'n cwsmeriaid.

- Nifer y Galwadau yr Ymdrinwyd â Nhw**

O 1 Ebrill 2015 i 31 Mawrth 2016 gwnaeth Cysylltwyr yr Ystafell Reoli ymdrin â nifer sylweddol o alwadau.

Roedd cyfanswm nifer y galwadau yr ymdrinwyd â nhw dros 135,000

Gwnaethom ddymuno 'Pen blwydd hapus' i tua 4,116 o glieintiaid.

Gwnaethom dros 32,000 o Alwadau Les ben bore, a chysylltu â'r Gwasanaethau Brys ar tua 1,548 achlysur.

- Busnes Newydd**

Dros y 12 mis diwethaf buom yn gweithio'n agos at gydweithwyr yn y Sector Gwifoddol i gynhyrchu Cynllun Cerdyn Argyfwng i Ofalwyr. Catodd y cynllun ei lansio yn ystod Wythnos Gofalwyr eleni.

- Aelod Newydd o'r Tim**

Yn sgil twf yn y busnes, ac er mwyn sicrhau ein bod yn cadw ein targedau perfformiad ar gyfer gosodiadau newydd ac atgyweiriadau, catodd Swyddog Gosodiadau ychwanegol ei gyflogi.



Neu gallwch siarad â Chysylltydd yr Ystafell Reoli yn gyfrinachol drwy bwyso botwm eich Iarwm a fydd yn eich cysylltu ar unwaith neu, os yw'n well gennyh, ffonio'r Ystafell Reoli ar **01685 384489 (Llais Wedi ei Recordio)**. Bydd gysylltydd yn rhoi manylion cysylltu â'r Tîm Diogelu Oedolion i chi yn eich ardal, neu'n adrodd yn ôl ynghylch unrhyw bryderon ar eich rhan.

Mae lles ein cwsmeriaid yn bwysig i ni ac rydym yn ymroddedig i sicrhau fod oedolion sy'n agored i ni wed yn cael eu diogelu rhag cam-drin ac esgeulustod. Os, tra fyddwch chi gartref neu mewn unrhyw un o'r llefydd yr ymwelwch â nhw, eich bod yn cael eich gwneud i deimlo'n anghyfforddus, boed hynny'n gorfforol neu'n feddyliol, dylech gysylltu â Thîm Diogelu Oedolion yr Awdurdod Lleol.

I'n helpu ni – Mae'r Gwasanaeth yn dibynnu ar dderbyn eich taliadau. Os ydych yn talu eich anfoneb yn llawn, trefnwch hyn ymhen mis o dderbyn yr anfoneb. Os ydych am dalu mewn rhandaiddau misol neu chwarterol; trefnwch i'r taliad cyntaf gael ei gymryd o'ch cyfrif ymhen pythefnos ar ôl derbyn eich anfoneb a chofwch rhaid i'r anfoneb gael ei thalu'n llawn erbyn mis olaf y cyfnod bilio.

I'ch helpu chi - Yn wahanol i'r rhan fwyaf o anfonebau a anfonir gan Gyngor Bwrdeistref Sirrol Merthyr Tudful, rydym yn gadael i'n cwsmeriaid Iarwm Bywyd/Cyfyngder dalu'r gost rhentu/monitro mewn rhandaiddau drwy gydol y cyfnod bilio.

Talu eich Anfoneb Flynyddol

Cofwch – Rhowch wybod i ni os byddwch yn newid eich cyflenwr llinell ffôn. Os nad yw eich galwad wedi ei gysylltu efallai bod nam, a bydd angen rhoi gwybod am hyn cyn gynted â phosibl drwy ffonio'r Ystafell Reoli ar **01685 384489 (Llais wedi ei Recordio)**. Bydd y Cysylltydd yn nodi eich manylion ac yn gofyn i'r Gosodwr gysylltu â chi i drefnu ymweliad cartref, adrodd am y nam i'ch Cymdeithas Dai ar eich rhan, neu eich cynghori am sut i gysylltu â'ch cyflenwr ffôn.

I'n helpu ni – Wrth bwyso ar eich Iarwm personol bach un waith y mis a siarad â'r Cysylltydd ar ddylletswydd, bydd galwad prawf yn cael ei gofrestru ar y system.

I'ch helpu chi - Bob 3 mis mae'r Ystafell Reoli'n creu adroddiad yn dangos y Defnyddwyr Gwasanaeth hynny nad ydynt wedi actifadu galwad o'u mwclis larwm.

Mae'n bwysig gwneud galwad prawf yn rheolaidd o'ch offer Larwm Bywyd/Cyfyngder drwodd i'r Ystafell Reoli.

Galwadau prawf

Os ydych yn denant i'r Gymdeithas Dai gallwch hefyd wneud cais bod eich Rheolwr Cynllun neu Swyddog Tai yn cysylltu â ni ar eich rhan.

Gallwch gysylltu â'r Ystafell Reoli ar unrhyw adeg gyda'ch diweddarad drwy ffonio, e-bostio, ffacs neu'r post neu drwy bwysio ar fotwm eich larwm a fydd yn eich cysylltu'n uniongyrchol â Chysylltydd.

- Eich Meddyg
- Eich cyflwr meddygol/ gwymbodaeth feddygol
- Eich deiliad Allwedd / Keysafe
- Manylion y bobl hynny yr ydych wedi eu rhestru ac yr hoffech i ni gysylltu â nhw os bydd argyfwng e.e. merch, mab, wyl
- Eich cyflwynwr llinell ffôn

I'n Helpu Ni – Rhowch wybod i ni cyn gynted â phosibl os oes yna unrhyw newidiadau i:-

I'ch Helpu Chi – Rydym yn cysylltu â'n cwsmeriaid yn flynyddol â'r unig ddiben o wirio fod y wybodaeth yr ydym yn ei chadw amdanoch yn gyffredol ac yn gywir.

Mae ein gallu i'ch helpu chi yn gyflym ac yn effeithlon pan fyddwch yn cysylltu â ni yn dibynnu ar y wybodaeth bersonol yr ydym yn ei chadw amdanoch chi, eich teulu, ffrindiau neu unrhyw asiantaeth broffesiynol yr ydych yn gysylltiedig â hi.

Diweddarw eich Cofnod Gwybodaeth Bersonol

HELPWCH NI I'CH HELPU CHI

• Adolygu a gwella'n gwasanaeth yn barhaus, ble y bo'n angenrheidiol yn ôl gofynion cwsmeriaid neu newidiadau i'r Cod Ymarfer.

• Trin yr holl gwsmeriaid yn deg ac yn gyfartal.

• Gwranddo ar, ac ymateb yn effeithlon i anghenion cwsmeriaid.

• Darparu gwasanaeth cwrtais, prydion o ansawdd ar bob achlysur.

Croeso i Adroddiad Blyneddol Gwasanaeth Larwm Bywyd/Cyfyngder ar gyfer y
fiwyddyn ddiwethaf, Ebrill 2015 tan Fawrth 2016.

Mae'n Hadroddiad Blyneddol yn ffordd o rannu gwybodaeth â chi am sut mae
Gwasanaeth Larwm Bywyd/Cyfyngder Merthyr Tudful wedi perfformio yn erbyn ein
cod ymarfer a'n targedau ynghyd â rhai o'n llwyddiannau, gwelliannau gwasanaeth a
sylwadau ein Defnyddwyr Gwasanaeth.

Rwy'n falch o allu adrodd yn ôl ynghylch 12 mis llwyddiannus arall, er bod yr heriau
! Gyngor Bwrdeistref Sirol Merthyr Tudful wedi parhau â blwyddyn arall o doradau i'r
gyllideb ac effeithlonrwydd. Rydym wedi parhau i dyfu fel gwasanaeth ac wedi gallu
cynnal a gwella'r gwasanaeth gotalgar profesiynol sydd eisoes o ansawdd uchel ac
rydym yn ymfalchïo mewn cyfnewi i'n holl gwsmeriaid.

Gobeithiaf y gallwch dreulio rai mундаu yn darllen drwy'r adroddiad a'ch bod yn ei
gael yn addysgiadol a diddorol.

Os ydych am wneud sylw neu os oes unrhyw awgrymiadau gennyfch am yr hyn hoffech
ei weld yn adroddiadau'r dyfodol yna mae croeso i chi gysylltu â mi.

Sian Davies

Rheolwr Ystafell Reol

EIN NOD A'N DATGANIAD O GENHADAETH

Ers 1991, ein nod yw cyfnewi gwasanaeth gotalgar, profesiynol o ansawdd uchel
wrth fod yn sensitif i anghenion a dymuniadau ein defnyddwyr gwasanaeth, eu teulu,
gotalwyr neu ffrindiau heb ystyried hil, diwylliant, crefydd, oed anabled, rhyw neu a
ydyw'n agored i niwed.

Gyda hyn mewn golwg, mae ein Datganiad Cenhadaeth yn cadarnhau y bydd
Gwasanaeth Larwm Bywyd/Cyfyngder 'Tawelwch Meddwl' Merthyr Tudful yn bennaf
ac yn flaenaf yn parhau i hyrwyddo dull gweithredu sy'n hyrwyddo a chanolbwyntio
ar y cwsmer gan adeiladu a chryfhau perthnasoedd sy'n seiliedig ar onestrwydd ac
ansawdd.

Byddwn yn:-

- Ymateb yn effeithiol i'r holl alwadau oddi fewn i ffrâm amser Cod Ymarfer
Cymdeithas Gwasanaethau Teleofal (CGT).

2015/16

ADRODDIAD BLYNYDDOL



Gwasanaeth
'Tawelwch
'Meddwl'
Larwm
Bywyd

Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL
MERTHYR TYDFIL
County Borough Council



CYNGOR BWRDEISTREF SIROL MERTHYR TUDFUL
Cyfarwyddiaeth Lleoedd a Gweddnewid